

Classification Description



Job Title: Director, Academic Advising

Pay Grade: Administrator

Job Code: 3617

FLSA Status: Exempt

Job Purpose

The Director of Academic Advising is responsible for the visionary strategic planning and leadership; the management of operations, budget, and personnel; and program development for the College's Office of Academic Advising. This is a critical position in the College's structure because of the high level of responsibility associated with developing and implementing services to improve student persistence, retention, and completion in alignment with the College's mission, vision, and strategic goals. This position works collaboratively with all levels of the organization to ensure appropriate resources and support for students as they move toward successful completion of their educational goals. This position sets the tone for a student-centered, high-performance culture that emphasizes excellence in service, quality, productivity, and standards. This is a College Administrator position on an annual contract.

General Responsibilities

Essential Functions

Provides departmental leadership to ensure the effective and efficient delivery of quality academic advising services to current and prospective students.

Maintains the institutional vision for a strong student engagement, retention, and completion program and meets regularly with the Associate Vice President, Academic Success to develop and assess advising philosophies, goals, and strategies.

Remains current on best practices and trends in academic advising and incorporates this knowledge into the FSW advising program. Understands the role of advising and support services in building lifelong skills and responsibility in students.

Plans and oversees the work of Student Success Advisors at all FSW locations ensuring responsiveness to the educational and developmental needs of students. Ensures quality and consistency in the delivery of student advising services.

Establishes effective relationships with appropriate on-campus resources to ensure a smooth referral process for students with needs beyond the scope of the Office of Academic Advising.

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Recruits, recommends for employment, and evaluates professional and support staff in accordance with College requirements.

Manages the flow of accurate and detailed information to students, Student Success Advisors, faculty, staff, and administration.

Develops and maintains comprehensive advising manuals that outline policies and procedures related to departmental operations.

Provides leadership to the implementation and oversight of advising technology systems, such as Ellucian Advise, degree audits, and other systems, as needed.

Oversees the coordination of professional development and training for Student Success Advisors and related personnel College-wide regarding advising services.

Maintains records of advising programs, activities, and workshops provided; compiles data to include names of students served, assessments delivered, resources provided, and other relevant metrics; provides regular reports to appropriate College administrators for use in evaluating the success of advising services and programs.

Evaluates degree audits, transfer credits, College placement test results and other available reports and student information to guide students in the selection of appropriate courses to fulfill program requirements. Ensures staff is following College policy and procedure as it relates to advising requirements.

Prepares the departmental budget and monitors expenditures to maximize utilization of available resources. Ensures all related financial documentation and paperwork is completed and submitted correctly and in a timely manner.

Gathers and maintains accurate data for reports and informed decision-making. Assists with the analysis of enrollment and persistence patterns of students and other relevant data collection and analysis.

Leads the identification and development of objectives and methods of assessment to support the College's strategic goals.

Coordinates Guided Pathways development and implements the directives and goals of Dedicate to Graduate (D2G) to increase student degree and credential attainment.

Chairs and participates in various College student success committees, as assigned.

Implements a comprehensive plan for the annual assessment and evaluation of programs and student learning outcomes.

Collaborates with key College personnel in the development and implementation of programming aimed at the retention and completion of students, particularly those identified as at-risk.

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Works with faculty to present seminars and workshops related to specific majors and careers.

Attends and participates in faculty meetings as directed.

Prepares frequent routine reports for College leadership regarding the Office of Academic Advising.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree in Counseling, Student Personnel Services, Career Development, Higher Education, Leadership or a field closely related to student learning and development.

Five (5) years of full-time professional work experience providing counseling and academic advising, transfer, and/or career services at a post-secondary institution.

Personal and educational philosophy compatible with the goals, objectives, and missions of Florida SouthWestern State College.

Demonstrated experience using a personal computer, office software such as MS Office, and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail-oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.

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- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.
Travel:	Need to be able to visit all College sites on a regular basis

Approved: June 20, 2016. Revised: August 15, 2017, August 6, 2019, November 1, 2021, July 15, 2022, and January 28, 2026