



Classification Description

Job Title: Senior Campus Coordinator, Academic Advising

Pay Grade: 114

Job Code: 4038

FLSA Status: Exempt

Job Purpose

The Senior Campus Coordinator of Academic Advising supports advising operations and staff at their designated location. This position reports to the Associate Director and Department Manager of Academic Advising to ensure consistent and coherent advising operations and policy implementation across FSW locations. The Senior Campus Coordinator is responsible for projects and initiatives related to Academic Advising and supports outstanding advising service delivery at their designated location. In consultation with the direct supervisor, duties will be apportioned between two general areas: campus advising leadership and administrative support, and a proportionally adjusted advising caseload. This position sets the tone for a student-centered, high-performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Coordinates all advising activities at the designated campus location, including but not limited to student advising workshops, the efficient operation of advising scheduling and walk-in services, and providing advising expertise regarding student academic pathways, academic program completion, and transfer requirements.

Under the supervision of the Associate Director and Manager of Academic Advising, serves as a liaison and coordinator for intercampus operational matters and logistics, including collaboration with Advisors at other campus locations.

Ensures operational issues or questions within campus advising are addressed in a timely and appropriate manner and in consultation with Academic Advising leadership. In collaboration with Advising leadership, may assist with developing solutions, improvements, and refining or establishing procedures to increase advising efficiency and effectiveness.

Under the supervision of the Associate Director and Manager of Academic Advising, coordinates with campus leaders and stakeholders at the designated campus location to ensure the campus's advising needs are met. Represents the Office of Academic Advising, as needed, at meetings at the designated campus location.

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Under the supervision of the Associate Director and Manager of Academic Advising, may coordinate the recruitment and screening process for new Academic Advising staff at their designated campus location. Collaborates with the Associate Director to develop and implement training protocols, practices, and methodologies for new Academic Advising staff.

In collaboration with the Associate Director, prepares reports and analyzes data related to advising services at the designated location.

Provides comprehensive advising services for students from their initial contact with the College through completion of their program. Such activities include engaging prospective and current students in academic planning assessments, interpreting those assessments, assisting students in developing an educational plan that addresses their interests, skills, and abilities, and helping students clarify their career, major, and academic goals.

Develops advising materials and presentations to support individual and group student sessions.

Under limited supervision, manages an assigned caseload, including general and special populations of students. Identifies and delivers strategies for students to enhance their experience and contribute to improved retention and graduation rates for FSW students.

Reviews degree evaluations, transfer credits, College placement test results, and other available information to assist students in creating an educational plan that fulfills their selected program's requirements. Provides students with strategies related to academic progress and work-life-study balance.

Through work with students, supports the directives and goals of Dedicate to Graduate (D2G) to increase student degree and credential attainment.

Communicates effectively with assigned students to keep them connected, informed, and engaged in an open conversation while maintaining a supportive relationship that promotes a positive College learning environment.

Communicates information about FSW's Academic and Career Pathways to students, helps students with the selection of an appropriate Pathway, and facilitates conversations and activities to help students explore the Pathways and refine their intended academic and career goals.

Performs proactive outreach to assigned students at specific intervention points and milestones to evaluate student development based on the measurement of student learning outcomes.

Provides success strategies and resources to students identified as at risk based on pre-enrollment student success indicators and/or early alert submissions from staff or faculty.

Utilizes technology to track and assess student progress toward program completion.

Disseminates information accurately, clearly, and concisely; maintains detailed and accurate records; and provides appropriate referrals.

Responds to student questions and requests in a timely manner in person and via email, telephone, online chat, and video conferencing.

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Provides coverage and student triage services at the Advising Front Desk as needed.

May prepare and facilitate group advising sessions as well as other group presentations.

Assists with the facilitation of transfer opportunities to help students reach their educational goals.

Assists with the planning and implementation of various department events and workshops, including, but not limited to, new student advising workshops and the College-wide Transfer Fair.

Participates in planning, implementing, and evaluating the academic advisement program's goals, objectives, and student learning and developmental outcomes.

Understands and stays abreast of changing institutional policies and College operating procedures, including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in College-wide initiatives, transfer requirements, and state and federal mandates.

Seeks out opportunities to participate in College-sponsored professional development activities.

Periodically travels to other FSW locations, local schools, community organizations, and other assigned locations to participate in training, meetings, department activities, and events.

Maintains current knowledge of academic advising and its best practices through participation in department and College-provided training sessions.

Serves as a liaison and fosters intentional relationships and partnerships with other advisors, offices, colleges, and departments.

Serves as a resource for faculty and staff.

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 from a regionally accredited institution of higher education preferably in counseling, education, social science, or a related discipline.

Two (2) years of full-time, related professional work experience, including at least one (1) year as an Academic Advisor in a college or university setting.

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

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Demonstrated experience using personal computers and office and enterprise software, including Microsoft Office and email applications.

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.
- 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.
- Speak publicly to large and small groups of students or colleagues.

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 communicates and collaborates 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.

Approved: July 18, 2022. Revised: July 1, 2023, August 10, 2023, and August 12, 2026.