Academic Counselor (Student Services Professional III) - Division of Undergraduate Education and Academic Planning

Job No: 514031

Work Type: Staff

Location: San Francisco

Categories: Unit 4 - APC - Academic Professionals of California, Administrative, Probationary, Full Time

Working Title

Academic Counselor

Positions Available

2 Available Positions

SF State University

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Applicants may visit titleix.sfsu.edu for more information on SF State's policy prohibiting discrimination, and how to file an online report using the procedures under Executive Order 1096 Revised. Inquiries can be directed to the campus Title IX Coordinator and Discrimination, Harassment, and Retaliation Administrator by calling (415) 338-2032 or emailing mailto:vpsaem@sfsu.edu.

San Francisco State is a 100% Smoke/Vapor-Free Campus. Smoking or Vaping of any tobacco/plant-based substance is not permitted on any University properties.

The person holding this position may be considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
**Department**
Undergraduate Advising Center, in the Division of Undergraduate Education and Academic Planning (DUEAP)

**Appointment Type**
This is a one-year probationary position.

**Time Base**
Full-Time (1.0)

**Work Schedule**
Monday through Friday; from 8:00am to 5:00pm

**Anticipated Hiring Range**
$4,691 to $5,000 per month ($56,292 to $60,000 annually)
Salary is commensurate with experience.

**Position Summary**
San Francisco State University has long-standing commitments to teaching, learning and social justice. Individuals interested in advancing the University’s strategic plan are strongly encouraged to apply.

The Division of Undergraduate Education and Academic Planning is comprised of several units, all of which hold the students we serve at the heart of our institutional mission. One of these units is the Undergraduate Advising Center (UAC), which primarily focuses on two student populations. It provides comprehensive academic counseling to all first year freshman students to help them achieve their academic, personal and career goals. The UAC also assists undeclared students explore and declare a major, identify their strengths and interests, and helps students overcome academic and personal challenges. Our goal is to encourage self-advocacy, and to promote academic success, graduation, and a lifetime of learning.

This position reports directly to the Director of the center and functions under general supervision. The Academic Counselor is responsible for providing consistent, accurate, complex, academic counseling services to a cohort of undergraduate students. Working independently, the counselor will provide individual and group counseling that requires the use of counseling techniques to facilitate major and career exploration, evaluate academic interests, and set goals to facilitate student success, persistence and degree
completion in a timely manner. In addition, the incumbent will independently lead, develop, plan, implement and evaluate Undergraduate Advising Center projects.

**Position Information**

**Academic Counseling:**

- Counsel undeclared students who are exploring major options; in a one-to-one or group setting, provide academic, personal and career exploration and planning; set goals to ensure acceptance to desired major within 60 units/two-academic years.
- Independently coordinate and deliver academic advising to an assigned group of students each year; develop action plan for success based on the unique needs of each student; monitor and assess student progress in achieving their path to success and make adjustments to their path based on the progress and changing needs of the student; identify current and potential challenges (e.g. adjustment to college, time-management) and counsel students through complex academic/personal challenges; make appropriate referrals to campus resources.
- Resolve complex advising-related situations by applying in-depth knowledge of academic policy and recommending an appropriate course of action to students; serve as an advising expert for faculty and staff who need assistance resolving complicated advising issues.
- Use available technology to implement predictive analytics to provide proactive targeted student support.
- Provide academic counseling to students individually and in groups at New Student Orientation.
- Design and deliver general education/registration workshops for incoming students.
- Provide academic counseling to undergraduate students on general education, graduation requirements other related policies and procedures.

**Project Coordination & Training:**

- Lead, develop, plan, implement and evaluate an Undergraduate Advising Center project(s).
- Assist in development of different components to support the first year freshman support efforts (i.e. Outreach technologies, communications standardization, workshop development, outreach best practices, etc.)
- Plan, develop and lead topics to train new staff hires and support seasoned advisors.
- Supervise a graduate intern, providing training support and professional development.

Other duties as assigned
Minimum Qualifications

Education:

Equivalent to graduation from a four-year college or university in a related field, including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution where such are job-related.

Experience:

Possession of these knowledge and abilities is typically demonstrated through the equivalent of three years of progressively responsible professional student services work experience. One year in the program area to which assigned may be preferred but is not required.

A master's degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for one year of experience. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the three years of experience for positions with a major responsibility for professional career or personal counseling.

This position requires thorough knowledge of principles of individual and group behavior and general knowledge of:

• Principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of the program area to which assigned.
• Individual counseling techniques.
• The organizational procedures and activities of the specific campus to which the position is assigned or the ability to rapidly acquire such knowledge.
• Working knowledge of student services programs outside the program to which immediately assigned.

This position requires the ability to:

• Ability to analyze complex situations accurately and adopt effective courses of action.
  • Advise students individually and in groups on complex student-related matters.
  • Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.

• Establish and maintain cooperative working relationships with a variety of individuals.

• Carry out a variety of professionally complex assignments without detailed instructions.

Preferred Qualifications

Education:

Master’s degree from an accredited college or university in counseling or related-field and 3 years of student services experience after completion of graduate degree.

Knowledge and Abilities:

• Assist undeclared students in major exploration and provide academic, personal and career planning and goal setting.
• Provide information on California State University and San Francisco State University policies and procedures.
• Effectively lead small and large advising workshops for college students from diverse cultural, ethnic, socioeconomic, academic, sexual orientation and disability backgrounds.
• Lead, develop, implement and evaluate an advising related project.
• Use PeopleSoft/Campus Solutions, Box, Google Drive, Microsoft Office Suite, Assist.org, social media and online resources related to academic counseling.
• Create and edit webpages in Drupal.

Environmental/Physical/Special

Regular work hours are 8am - 5pm, Monday through Friday. Ability to work occasional weekend hours and evening hours. Regular attendance is considered an essential job function; the inability to meet attendance requirement may preclude the employee from retaining employment.

Pre-Employment Requirements

This position requires the successful completion of a background check.

Eligibility to Work

Applicants must be able to provide proof of US Citizenship or authorization to work in the United States, within three business days from their date of hire.
Benefits

Threaded through our Total Compensation package is a commitment to Bridging Life's Transitions. SF State is committed to providing our employees with a comprehensive program that rewards efforts that are appreciated by your colleagues, students and the customers we serve.

We offer a competitive compensation package that includes Medical, Dental, Vision, Pension, 401k, Healthcare Savings Account, Life Insurance, Disability Insurance, Vacation and Sick Leave as well as State Holidays and a dynamic Fee Waiver program, all geared towards the University's commitment to attract, motivate and retain our employee.

Employment Requirement

CSU requires faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19 or declare a medical or religious exemption from doing so. Any candidates advanced in a currently open search process should be prepared to comply with this requirement. The systemwide policy can be found at https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcalstate.policystat.com%2Fpolicy%2F9779821%2Flatest%2F&data=04%7C01%7Cmmango%40sfsu.edu%7C7Cd3ff4c3f59f8464716df08d983662ec8%7Cd8fbe335822c41a987747f16709aac9f%7C0%7C9%7C637685297151532234%7CUnknown%7CTWFpbGZsb3d8eyJWIjoIMC4wLjAwMDAiLCJQiOiV2luMzlilCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&data=VCcJGk83P%2BOXMsN9ElqnCxc2AM8iEoRRUBl2xFUjbRM%3D&reserved=0 and questions may be sent to mailto:hr@campus.edu.

Additional Information

SF STATE IS NOT A SPONSORING AGENCY FOR STAFF OR MANAGEMENT POSITIONS. (i.e. H1-B VISAS).

Thank you for your interest in employment with California State University (CSU). CSU is a state entity whose business operations reside within the State of California. Because of this, CSU prohibits hiring employees to perform CSU-related work outside of California with very limited exception. While this position may be eligible for occasional telework, all work is expected to be performed in the state of California, and this position is assigned to on-campus operations.

The Human Resources office is open Mondays through Fridays from 8 a.m. to 5 p.m., and can be reached at (415) 338-1872.

Please note that this position, position requirements, application deadline and/or any other component of this position is subject to change or cancellation at any time.
To apply, visit https://apptrkr.com/3084342

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