Graduation Specialist/Academic Advisor (Student Services Professional II) - Division of Undergraduate Education and Academic Planning

Job No: 505642

Work Type: Staff

Location: San Francisco

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

Working Title
Graduation Specialist/Academic Advisor

Positions Available
3 Available Positions

SF State University

San Francisco State is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color, ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. Reasonable accommodations will be provided for qualified applicants with disabilities who self-disclose by contacting the Senior Human Resources Manager.

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

Student Success Office, 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

$4,304 to $4,634 per month ($51,648 to $55,608 annually)

Salary is commensurate with experience.

Position Summary

The Academic Advisor/Graduation Specialist supports San Francisco State University's strategic plan, the Graduation Initiative 2025, and the Campus Student Success Plan by providing consistent, accurate, moderately complex, academic advising services to undergraduate students. Working under general supervision, the academic advisor/Graduation Specialist will provide advising focused on setting goals to facilitate students' success, persistence, and degree completion in a timely manner.

This position is a shared advising position that is split between the Division of Undergraduate Education and Academic Planning and one of San Francisco State's colleges (College of Health and Social Sciences, College of Liberal and Creative Arts, College of Business, College of Science and Engineering, College of Ethnic Studies, or Graduate College of Education). The incumbent collaborates with faculty, staff, and administrators both in their assigned college and the Division of Undergraduate Education and Academic Planning to deliver advising services with a focus on upper division students and those who are close to graduation. The Academic Advisor/Graduation Specialist reports directly to an advising manager in the Division of Undergraduate Education and Academic Planning. The Academic Advisor/Graduation Specialist also works closely with the Associate Dean and/or Advising Lead/Director of their assigned college.
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.

**Position Information**

Duties and responsibilities include, but are not limited to the following:

- **Academic Advising**
  - Providing academic advising to undergraduate students on general education, graduation requirements, college-based policies, and other related policies and procedures (through individual appointments, walk-in advising, and group workshops).
  - Monitoring and assessing students’ progress in achieving their path to success and making adjustments to their path based on the progress and changing needs of the student; identifying current and potential challenges (e.g. adjustment to college, time-management) and actively coaching students through such challenges; making appropriate referrals to campus resources
  - Resolving complex advising-related situations by applying in-depth knowledge of academic policy and recommending an appropriate course of action to students.
  - Serving as a liaison to a college and working closely with the Associate Dean and/or Advising Lead/Director of that college.
  - Delivering workshops for students in their assigned college, with a focus on preparing and reviewing students for graduation
  - Serving as an advisor to new transfer students as part of orientation
  - Attend all campus-wide advisor trainings related to academic advising

- **Project Coordination**
  - Assisting in the development of college-based advising tools and resources (both online and in print)
  - Assisting in implementing projects within their college-based resource center and the Division of Undergraduate Education and Academic Planning
  - Outreaching to Juniors and Seniors in support of timely degree completion
  - Keeping accurate records and gathering information/data related to advising interactions

- Other duties as assigned

At All Times:

- Demonstrate behaviors that are in line with the User Friendly Principles (P530C) and Principles of Conduct for a Multi-Cultural University (P30D)
- Demonstrate safe work practices for oneself, others and the office environment.

**Minimum Qualifications**
Education: Equivalent to graduation from an accredited four-year college or university.

Experience: Two years of experience in student services program or a related field. The incumbent’s experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one year of professional experience.

This position requires knowledge of:

- practices, procedures, and activities of the program to which assigned
- methods and programs of organizational and program management
- research and interview techniques
- principles of individual or group behavior

This position requires the ability to:

- interpret and apply program rules and regulations
- use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements
- obtain factual and interpretative information through interviews
- apply reason logically
- collect, compile, analyze and evaluate data and make verbal or written presentations based on these data
- advise students individually and in groups on routine matters where required
- recognize multicultural, multi-sexed and multi-aged value systems and work accordingly
- establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts
- rapidly acquire a general knowledge of the overall operation, functions and programs of advising unit
- make decisions and carry through on actions having implications with regard to other program or service areas

Preferred Qualifications

Knowledge of:

- principles and techniques of individual advising
- academic, personal and career planning and goal setting
- student services and programs on a college/university campus
- problem-solving and conflict resolution strategies
- current software, technology, and online resources

Ability to:
apply interviewing techniques and facilitating academic advising sessions one-to-one
actively listen to students; provide accurate, respectful and effective communication
(oral and written) to students, staff, faculty and administrators; exercise confidentiality,
discretion, and judgment; handle moderately sensitive interpersonal issues
keep supervisor adequately informed, demonstrate regular attendance and positive
performance evaluations
establish and maintain effective working relationships; work closely with a diverse
population and ability to relate well with students, staff, faculty, and administrators
quickly learn and apply Title V, California State University, and San Francisco State
University policies and procedures; SF State general education requirements for
continuing students and the new requirements effective Fall 2014
assist with workshops and presentations
use PeopleSoft - Campus Solutions, Educational Advisory Board (EAB), Microsoft
Office Suite, and iLearn

Experience in:

• providing effective academic advising to students from diverse cultural, ethnic,
socioeconomic, academic, sexual orientation and disability backgrounds in a one-to-one
setting
• providing information on Title V, California State University, and San Francisco State
University policies and procedures

Core Competencies - embody the following competencies:

• Bias toward collaboration and teamwork.
• Effective oral, written and nonverbal communication skills.
• Customer/Client Focus with an emphasis in problem solving and resolution.
• Personal effectiveness and credibility as demonstrated by interpersonal and
professional confidence.
• Diversity and inclusion.

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.

The person holding this position is considered a mandated reporter under the California
Child Abuse and Neglect Reporting Act and is required to comply with requirements set
forth in CSU Executive Order 1083 as a condition of 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://calstate.policystat.com/policy/9779821/latest/ and questions may be sent to 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/3163709

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