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

Job No: 510968

Work Type: Staff

Location: San Francisco

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

Working Title

Academic Counselor, Generalist

Positions Available

5 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 (SSO), 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 is an institution dedicated to advancing social justice and educational equity. Applicants who have demonstrated experience working with an anti-racism lens and towards racial justice are encouraged to apply.

The Academic Counselor supports the University's strategic plan, the Graduation Initiative 2025, and the Campus Student Success Plan by providing comprehensive academic counseling to help undergraduate students achieve their academic, personal and career goals. This position works with the Division of Undergraduate Education and Academic Planning and one of San Francisco State's colleges (Lam Family College of Business, College of Ethnic Studies, College of Liberal and Creative Arts, College of Health and Social Sciences, College of Science and Engineering, and the Graduate College of Education). The incumbent collaborates with faculty, staff, and administrators to ensure student retention and success from entry through graduation. The Academic Counselor also collaborates on delivering general advising services, advising at new student orientations, participating in student retention and graduation initiatives, and offering academic success workshops.

The Academic Counselor assists students in exploring, affirming, and declaring into a major, identifying strengths and interests, and overcoming academic and personal challenges. Additionally, the Academic Counselor helps students understand SF State's
general education and graduation requirements and college-based and university-wide policies and procedures. The Academic Counselor is responsible for providing consistent, accurate, complex, advising to undergraduate students. Working independently, the Academic Counselor provides individual and group counseling that requires the use of advising and counseling techniques to evaluate students’ academic interests and to facilitate major and career exploration. The Academic Counselor assists students in setting goals to facilitate success, persistence, and timely degree completion. In addition, the incumbent independently leads, develops, plans, implements, and evaluates advising-related projects that support SF State students.

The Academic Counselor reports directly to an advising manager within the Division of Undergraduate Education and Academic Planning. The Academic Counselor also works closely with the association dean and/or advising lead/director of their assigned college. The position functions under general supervision, but with a high degree of autonomy. This position requires strong judgment, flexibility, persuasiveness, and imagination in order to develop and institute a coordinated advising approach at SF State. The incumbent will need to apply careful administrative planning when cultivating and launching creative solutions to address specific advising problems and to implement new advising initiatives.

**Position Information**

**Academic Counseling**

- Provide academic counseling to undergraduate students on general education, graduation requirements, college-based policies, and other related policies and procedures (through individual appointments, drop-in advising, and group workshops)
- Advise students whose academic standing indicates that they are on academic probation, subject to disqualification, and who have been disqualified, providing follow-up guidance and support.
- Create and implement advising campaigns, identifying populations of students who need support and offering resource referrals to resolve academic issues (this includes outreach in support of re-enrollment).
- Consult with students experiencing academic difficulty; assist them in identifying reasons for their academic difficulty and directing them to student support services.
- Independently coordinate and deliver academic advising to targeted groups 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.
• Offer workshops on topics related to retention and graduation (e.g. study skills, time management, choosing a major, schedule planning, etc.).
• Assist students with rectifying academic issues, providing multiple solutions, including resource referral.

Projects/Student Communication

• Lead, develop, plan, implement and evaluate university advising initiatives and college-based advising projects as identified by the Division of Undergraduate Education and Academic Planning, and their assigned college.
• Coordinate and deliver strategic advising initiatives established by the campus as part of the Campus Student Success Plan, focusing on the academic support needs of students who are at-risk for retention.
• Use EAB/Navigate to identify students who'd benefit from support and provide proactive advising outreach.
• Partner with campus leadership to identify shared challenges and opportunities related to student success, especially as they relate to students from low-income, underrepresented and/or first-generation backgrounds.
• Follow up with students via email and maintain advising notes and data on students served.
• Attend professional development trainings and staff meetings as determined by the Division of Undergraduate Education and Academic Planning, and their assigned college.

Advising at Orientation

• Collaborate as a team member with the assigned college to deliver advising at New Student Orientation in winter and summer.
• Assist in the development and delivery of advising-related workshops at New Student Orientation.

Other duties as assigned

Minimum Qualifications

Knowledge and Abilities:

Thorough knowledge of the principles of individual and group behavior. General knowledge of the 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; general knowledge of individual counseling techniques; general knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities of the specific campus to which the position is assigned. Working knowledge of student services programs outside the program to which immediately assigned.
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; carry out a variety of professionally complex assignments without detailed instructions; and establish and maintain cooperative working relationships with a variety of individuals.

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.

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.

Preferred Qualifications

Education:

• Master's degree from an accredited college or university in counseling, higher education, student affairs, or job related-field.

Experience:

• advising underrepresented, low-income and first-generation college students, and working effectively with people from diverse backgrounds
• developing programs to support a diverse population of students and providing effective academic counseling to university students from diverse cultural, ethnic, socioeconomic, academic, sexual orientation and disability backgrounds in one-to-one/group settings
• assisting undergraduate students in exploring major options
• providing information on Title V, California State University, and San Francisco State University policies and procedures
• serving as a lead to develop, plan, implement and evaluate a project
• conducting presentations in small and large group settings; facilitating workshops using effective public-speaking techniques
• using PeopleSoft - Campus Solutions, Microsoft Office Suite, and Learning Management Systems as well as Educational Advisory Board’s Navigate student success platform
• applying counseling/student development theories in an academic advising setting
• assisting students with academic, personal, and career planning/goal setting

Ability to:

• apply problem-solving and conflict resolution strategies
• use current software, technology, and online resources related to academic counseling
• provide accurate, respectful and effective communication (oral and written) to students, staff, faculty and administrators
• exercise confidentiality, discretion, and independent judgment, with awareness of diversity and inclusion
• keep supervisor informed and demonstrate regular attendance and positive performance evaluations
• use technology tools to manage and report on data
• quickly learn and apply Title V, California State University, and San Francisco State University policies and procedures
• master complex information and communicate changes in university policy, regulations and requirements to students, faculty and staff
• apply bilingual skills in Spanish/English to effectively advise students

Environmental/Physical/Special

• Regular work hours are 8am - 5pm, Monday through Friday with the ability to offer advising both in-person and remotely through Zoom. Schedule to be determined by advising manager in the Division of Undergraduate
• Education and Academic Planning and the associate dean and/or advising lead of the assigned college. Ability to work occasional weekend hours and evening hours, if needed. Regular attendance is considered an essential job function; the inability to meet attendance requirements 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://calstate.policystat.com/policy/11030468/latest/](https://calstate.policystat.com/policy/11030468/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://apprtkr.com/3163716](https://apprtkr.com/3163716)**

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