

Student Support Advisor

Position Summary:

This class is the third of three levels in the Student Support series. Incumbents provide complete organizational information and services to students and prospective students in single areas or across a number of disciplines that may include admissions, financial aid, academic advising, career services, international students, and disability services. This level is differentiated from the previous level by the individual responsibility incumbents have to make determinations of academic progress, financial aid, program coordination, or level of responsibility across multiple student support functions. Responsibilities include coordinating academic support programs that may recruit or advise students for assigned programs; counseling students on financial assistance, dependency status, and standards of academic progress; processing appeals and/or return of financial assistance; reviewing documents to determine visa status; monitoring international student status; reviewing and accepting financial documents; implementing regulations related to international students; tracking and awarding scholarships; reconciling accounts; and completing Federal verifications.

Compensation: \$34,673.60 - \$52,020.80

Requirements:

Education:

Associate's degree.

Experience:

Five years related experience.

** An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- Applicable academic programs, financial aid, extracurricular programs, and/or related services;
- Applicable Federal, State, and local laws, rules, regulations, policies, and procedures;
- Academic counseling principles;
- Program coordination principles and practices;
- Customer service principles;
- Academic program requirements;
- Recordkeeping principles;
- Computers and related software applications.

Skills:

- Coordinating academic programs or services;
- Manage multiple initiatives and be flexible in a changing, fast-paced environment;
- Connect with people, provide needed support and demonstrate patience and maintain a positive attitude;
- Proactive approach to problem solving;
- Advising students on academic issues;
- Providing program support;
- Interpreting and applying applicable laws, rules, regulations, policies, and procedures;
- Maintaining confidentiality;
- Preparing and maintaining records;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with students, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Counsels and advises incoming and returning students on academic programs and progress, financial aid, internships, careers, study abroad programs, and/or other related programs.	Daily 30%
2.	Coordinates assigned program and/or service, which may include maintaining a caseload of students and counseling students on a variety of student services; determining student eligibility for services; locating social services or academic resources for students as requested; and performing related duties.	Daily 30%
3.	Manages a caseload of students counseling them on a variety of issues related to assigned academic area(s).	Daily 10%
4.	Prepares, reviews, and submits a variety of operational and student records, reports, forms, regulatory information, and related documents.	Daily 10%
5.	Performs other duties of a similar nature or level.	As Required