AUBURN
Human Resources

Asst Dir, University Advising

Job Description

JOB INFORMATION

Job Code	AA75
Job Description Title	Asst Dir, University Advising
Pay Grade	SR11
Range Minimum	$60,320
33rd %	$74,390
Range Midpoint	$81,430
67th %	$88,470
Range Maximum	$102,540
Exemption Status	Exempt
Approved Date:	9/9/2024 1:26:52 PM

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Academic

JOB SUMMARY

The Assistant Director of University Advising oversees the maintenance and management of advising technologies utilized by all advising units and student support services across campus. Assists the Director of University Advising with university-level support of advising units and advising processes.

RESPONSIBILITIES

- Assists the Director, University Advising in supporting the needs of decentralized advising units through the development and facilitation of resources, training, onboarding, and guidance.
- Supports functional users in all advising units and other student support units (tutoring, academic, financial, and others) in daily use of the platform, keeping them informed of new features; prepares for upcoming changes to the system; solves complex issues; provides updates on issues as they are resolved are resolved.
- Supports campus wide leadership team responsible for decision impacting broad functionality of advising and student retention technologies. Makes recommendations to functional leaders (directors of student services, tutor coordinators, specialist, etc.) on setup and use of available information in the platform to support businesses processes to promote student success. Leads super-user group and specialist groups and applies their input in, making system-wide decisions.
- Maintains the administrative and functional settings and features in the platform including but not limited to roles, locations, reason codes, setting, etc. and proactively communicates with users to adjust settings to accommodate needs. Monitors and schedules file transfers to the platform; ensures all settings are connected and updated; troubleshoots files when issues are identified to determine causes and solutions; oversees the set-up of the test site; and performs routine security audits on users and communicates with offices as needed.
- Coordinates functional use of the platform as primary contact with vendor through regular communication with EAB to plan for functional updates, optimize use of available features, and troubleshoot functional issues.
- Develops and provides training materials and professional development opportunities focused on student success and utilization of advising and student success technologies for Academic Advisors and other student support professionals in addition to professional development on advising practice and resources.
- Proactively provides data and support to colleges to promote student success including, but not limited to, coordination and reporting of student success data, oversight, review, and maintenance of success markers in Advise Assist, and committee support.
- Provides central support to pre-enrolled students and other students navigating centrally coordinated advising processes such as changing majors and registration.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Counseling, Education, Psychology, Human Sciences, or related field	and	5 years of	Experience working with student support offices and technology platforms. Experience in providing or supporting academic advising in higher education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of student development theory, advising and retention practices.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			