AUBURN
Human Resources

Admstr, Student Advocacy

Job Description

JOB INFORMATION

Job Code	AG02
Job Description Title	Admstr, Student Advocacy
Pay Grade	SR09
Range Minimum	$49,490
33rd %	$59,390
Range Midpoint	$64,340
67th %	$69,290
Range Maximum	$79,190
Exemption Status	Exempt
Organizational use restricted to the following divisions	169 SVP for Student Affairs
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	1/8/2024

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Student Services

JOB SUMMARY

Reporting to the Director of Student Conduct, this position supports the administrative functions of the Student Conduct Office and other student-facing units. This position will respond to internal and external complaints through formalized processes, act as the chief administrator of the student conduct record management system, and serve in a limited capacity as a Student Conduct hearing officer. The position will also support the engagement, retention, and success of target student populations, underserved student groups, and students who are experiencing barriers to success through referrals to existing campus resources and by creating programs and resources to support unmet or emerging student needs.

RESPONSIBILITIES

- Provides oversight of the student conduct record management system and facilitates the use of all aspects of the system. Serves as the main point of contact and trainer for all system users. Updates and maintains user training materials, oversees system configuration and optimization, meets end user needs at the unit/departmental level, and works with the database management company to ensure optimal campus use of the system.
- Leads the Bias Education and Response Team (BERT), responding to bias reports across campus. Administers completion of timely and complete case documentation of all student referrals. Communicates the mission of BERT and its support services to the campus community.
- Oversees the Written Student Complaint process for Auburn University. Responds to student complaints, provides students guidance, campus resources, referrals, and appropriate specialized services, and maintains records in compliance with SACS-COC accreditation.
- Develops and maintain relationships with academic units, student organizations, and community agencies to provide support for underserved and specialized populations. Develops and maintains working relationships with various groups across campus and external agencies, including state and federal agencies.
- Designs and supports large or complex programs and initiatives to increase the engagement, retention, and success of specialized or underserved student groups.
- Supports Student Conduct by adjudicating student behavior through the individual student conduct processes, including, but not limited to, informal resolutions, educational non-policy meetings, and Student Conduct Committee hearings.
- Participates on multi-disciplinary teams (BIT/Cares, Threat Assessment, Cleary Compliance, etc.)

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 with no specific discipline.	and	4 years of	Experience in assisting, advising, advocating, or counseling students to promote and achieve student success. Demonstrated experience building safe and trusting connections with students. If Education is substituted in lieu of experience, degree program must be related to advocating and/or counseling to promote student success.	

Substitutions Allowed for Experience	Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of developing and assessing student success programs in order to enhance services.	And
Strong interpersonal skills including clear and effective communication skills, intercultural competence, and the ability to foster teamwork and collaborative relationships.	And
Strong intrapersonal skills including conscientiousness, professionalism, growth mindset, and the ability to problem solve, learn quickly, adapt flexibly, and work with multiple stakeholders in a fast-paced environment.	And
Experience communicating complex processes and information virtually, both in one-on-one settings and in online group conversations and communities.	And
Demonstrated commitment to student success.	And
Demonstrated knowledge of and interest in diverse cultures and populations.	

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		10 pounds
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			

Vision Requirements:

Ability to see information in print and/or electronically.