

Job Template: Student Success Counselor

Occupational Group	Student Programs/Services						
Job Family	Advising						
Job Path	Student Success Counseling						
Job Title	Student Success Counselor						
Job Code	L12000	FLSA Status	E	Job Category	P	Job Level	4

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

COMPLEXITY AND PROBLEM SOLVING

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→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

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Job Template

GENERAL SUMMARY

Provides student support services in the areas of academic achievement, career planning, wellness, personal difficulties, and/or financial matters. Assesses student needs, coordinates and implements support and intervention strategies or individualized educational plans, monitors academic progress, and provides feedback to staff and administration. Develops, coordinates, and implements programs to promote retention of students. May serve as a liaison between community groups, human services agencies, high schools, and faculty and staff.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direction of a supervisor or manager. Serves as a lead worker to employees who perform similar functions over a specific student population.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Counsels students in developing a specific academic program including choice of major and course selections. Plans and implements programs to help students considering college choices such as academic, social, and career decisions.
- Provides personal and other non-academic counseling, making referrals to appropriate University offices for specialized attention as required.
- Monitors undergraduate student academic progress, and works closely with faculty and other University offices to identify and resolve academic challenges.
- Serves as a resource to faculty and professional staff, including at regional campuses, to help interpret academic rules and regulations.
- Acts as a liaison to faculty, schools and colleges, other University offices, and regional campuses.
- Promotes consistency and uniformity of judgments regarding such matters as enforcement of academic requirements, academic probation and dismissal, transfer in or out of programs, and other similar issues.
- Assists in program development of University outreach and academic support initiatives.
- Coordinates recruitment of students or participants into programs. Implements recruiting and promotional strategies and works with target population to develop applicant pool.

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- Gathers relevant data and maintains computerized files and reports.
- May oversee departmental programs or initiatives.
- Serves on campus or University committee.
- Serves as an instructor for the First Year Experience (FYE) course.
- Leads student/graduate employees and entry-level staff as assigned.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Master's degree in related field.
- Four to five years of related experience.

COMPETENCIES

Knowledge of:

- Academic programs in area of assigned responsibility
- Student development theories
- Learning strategies
- Academic advising and support techniques of unique populations
- Current trends in careers and pathways to employment
- Financial aid policies and procedures
- Institutional policies and procedures
- Microsoft Office and related software applications

Skill in:

- Data interpretation
- Basic financial literacy
- Planning and organization
- Advising and counseling
- Developing and maintaining effective and appropriate working relationships both with the university and outside the university
- Critical thinking, problem solving and analysis

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Ability to:

- Engage with student populations
- Communicate effectively through both oral and written means
- Lead students and staff
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Lead and develop curriculum
- Perform responsible administrative functions
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management