

# Academic Advisor

This position is: OPEN

**Job Number: 780 Posted: 12/20/2022 Revised: Location: St. Davids -- Posting Type: Staff**

## Position Summary

Reporting to the Director of Operations of the College of Business and Leadership (CBL), the Academic Advisor serves as the primary point of contact and advocate for assigned students in CBL's academic programs.

## Responsibilities

### Position Responsibilities

- A. Understanding university and departmental academic policies/procedures
- B. Assisting students with course planning, approval (where applicable), registration, and graduation processes
- C. Advising students on academic policies and procedures as applicable to their circumstances
- D. Maintaining accurate records of assigned students and proactively working to maximize student success in their program
- E. Collaborating with CBL academic leadership, faculty, and other university departments such as registrar, financial aid, student accounts, CCAS, and CTLT to provide coordinated, holistic support of individual students.
- F. Reviewing student academic standing, flagging those not in good standing, and recommending next steps for flagged students to CBL's academic leadership
- G. Fielding student questions, concerns, and feedback and responding or escalating as appropriate
- H. Addressing student issues and retention concerns raised by CBL academic leadership and instructional faculty
- I. Completing special projects pertaining to student support, service, and success in CBL programs as assigned by university and college leadership
- J. Understanding and ensuring compliance with ACBSP accreditation requirements pertaining to student services, support, and success

### Employee Qualities

- A. Capacity to exercise independent judgment and make sound decisions
- B. Sensitivity to confidential information
- C. Treats each member of the campus community with fairness, dignity and respect.

## Qualifications

- A. Academic credentials suitable for an employee role in higher education, usually a bachelor's degree.
- B. High emotional intelligence and strong interpersonal skills for a customer-service role.
- C. Strong listening, verbal, and written communication skills.
- D. Demonstrated analytical reasoning and creative problem-solving abilities
- E. Demonstrated capacity for integrity, honesty, and principled behavior.
- F. Prior experience in a customer-service type role is strongly preferred
- G. Strong time management skills

### Other Qualifications and Skills

- A. Proficiency with word processing and spreadsheet tools
- B. Comfortable with using and managing electronic mail.
- C. Current valid driver's license or adequate means of transportation.
- D. Enthusiastically supports the mission and values of Eastern University.

## About Eastern University

Eastern University is a Christian university of the arts and sciences that integrates faith, reason and justice for students in its undergraduate, graduate, Seminary, urban, professional and international programs. **Applicants should have a religious commitment compatible with its mission and be willing to support the mission and vision of the university.** The university complies with federal and state guidelines of nondiscrimination in employment; members of protected classes encouraged to apply.

## Background Checks

Standard University employees are required to complete the background clearance process. Employment is contingent upon the successful results of an employment background screening. The employment background screening may include but is not limited to your consumer credit history (for positions that work with the university finances or alumni funds only), verification of education and professional credentials, criminal history, driving history, residency, immigration status, performance, references, and other qualities pertinent to your qualifications for the following position.

Youth Clearances are required for positions with direct contact with children and essential personnel positions. Employees working with or around minor age children are required to complete the youth clearance process which includes the following four child protection clearances:

- 1) Affidavit;
- 2) FBI Criminal Record Check;
- 3) Pennsylvania Department of Human Services Child Abuse History Clearance and;
- 4) Pennsylvania State Police Criminal Record Check.

In accordance with state laws, Act 73 of 2007, Act 153 of 2014, Act 168 (relating to the Child Protective Services Law), school employees of Eastern University who will have "direct contact with children" must complete the background check process prior to employment. Results must be submitted within ten days of receipt.

## **Description Disclaimer**

This description is intended to describe the general level and nature of work performed by the person/people assigned to this position. It is not to be construed as an exhaustive list of duties and responsibilities of the person/people so assigned.