

# JOB ANNOUNCEMENT

03/24/2014

## Student Success Advisor Student Services Professional II

### Student Retention Services

Job #: MB2014-PA1902

Open until filled. Application Screening Begins:  
04/08/2014



California State University, Monterey Bay is distinctive in serving the diverse people of California, especially the working class and historically underserved communities. The identity of the University is framed by substantive commitment to a multilingual, multicultural, intellectual community which enables students, faculty and staff to cross institutional boundaries for innovative instruction, broadly defined scholarly and creative activity, and coordinated community service.

CSUMB is an equal opportunity employer and committed to building a pluralistic university by hiring personnel with competencies and experience related to the regional and State population.

#### **PURPOSE:**

Under the general supervision of the Director of the Center for Advising, Career & Student Success, the Student Success Advisor performs professional student support services in the areas of assessing, advising, and retaining students, particularly those at risk of leaving college. The Student Success Advisor advises and develops an academic success plan for students currently attending CSUMB who are on academic probation; develops and leads academic skills workshops; assists with the supervision of the peer mentor staff; analyzes student data and makes suggestions for coordinated retention efforts.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:**

1. Performs professional student support services in the areas of assessing, advising, and retaining students. Advises an assigned caseload of students currently on academic probation and that are subject to disqualification.
2. Works with other campus units and departments to orient and enroll new and continuing students to the campus.
3. Assists in the coordination of Center for Advising, Career & Student Success activities. Trains and supervises peer mentor staff.
4. Leads study strategies workshops for new and continuing students, including time management, test preparation, note taking, etc.
5. Coordinates with program's advising analyst for data base importing and exporting of bulk data and progress reports. Coordinates with appropriate offices and personnel to ensure security, accuracy and reliability of information.
6. Assists with the collection of data and assessments for Center for Student Success.
7. Assists with the development and maintenance of appropriate early alert processes for students that are at risk of leaving college.

### **Other Functions:**

1. Collaborates with CSUMB academic departments on the University Requirements, Major Learning outcomes and General Education outcomes.
2. Coordinates cultural and educational opportunities for students.
3. Represents the Center for Student Success at university functions.
4. Promotes and maintains an atmosphere of excellent internal and external customer service.
5. Performs other duties and special projects as needed.

### **KNOWLEDGE AND ABILITIES:**

Working knowledge of the best practices and strategies currently used in improving access and retention support to under-represented, first-generation students. General knowledge of the methods and problems of organizational and program management; research and interview techniques; and of the principles of individual and group behavior. Working knowledge of the basic principles, practices, and major trends in academic advising.

Ability to interpret and apply federal, state, and university policies and regulations pertaining to academic achievement; use initiative and resourcefulness in in planning a student's academic pathway, work assignments and in implementing long-range program improvements; obtain factual and interpretative information through interviews; reason logically; collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; advise students individually and in groups on routine matters where required; recognize multicultural, multisexed and multi-aged value systems and work accordingly; establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts; and, rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned. Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.

### **MINIMUM QUALIFICATIONS:**

**Experience:** Possession of this knowledge and ability is typically demonstrated through the equivalent of two years of professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one year of professional experience.

**Education:** Equivalent to a bachelor's degree from an accredited college or university and professional experience in areas related to university advising AND two years of professional experience in areas related to college advising and/or retention. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required experience on a year-for-year basis.

### **DESIRABLE QUALIFICATIONS:**

Master's degree in a job-related field. Prior academic advising or student services experience in a public 4-year university. Excellent written and oral communication skills. Experience working with a diverse student population. Familiarity with Title V and CSU general education requirements, admissions and financial aid policies. Second language fluency. Working knowledge of FERPA and other federal regulations related to the release of educational records to third parties, general university policies and procedures, and academic program requirements. Understanding of the core values of NACADA. **Highly Desirable:** Technical fluency with Microsoft Office Suite, Oracle-PeopleSoft/**CMS** baseline system; Hyperion, or similar report generation software; and google mail and calendaring. Demonstrated understanding of and commitment to [CSUMB's Vision](#). Experience that indicates an understanding that students are diverse in their academic, socioeconomic, cultural, and ethnic backgrounds. Experience working with students who have disabilities.

### **SPECIAL CONDITIONS OF EMPLOYMENT:**

The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083](#) as a condition of employment. The incumbent is required to maintain confidentiality as outlined in the Department of Education's Family Educational Rights and Privacy Act (FERPA) and California's Educational Code Chapter 13 regarding sensitive student issues. Ability to work evenings and weekends, as needed.

**WORK ENVIRONMENT:**

Office environment with standard equipment and tasks. Position requires working at a computer and desk for extended periods of time and travel between campus office buildings.

**SALARY:**

\$3,566 - \$5,069 per month with an anticipated hiring salary at or near entry level. CSUMB offers an attractive employee benefits package, [CSU Benefits R04](#). The University Corporation at CSU Monterey Bay also provides access to affordable campus housing, [Employee Housing](#).

**APPLICATION PROCEDURE:**

A completed online application and resume must be received by Human Resources **by 5:00 p.m. on the priority screen date listed above to be guaranteed a review**. Application submissions received after the application screening date will be reviewed at the discretion of the University. Materials submitted become the property of CSUMB and will not be returned. CSUMB will not fax application materials.

For assistance or if you require an accommodation, please call [\(831\) 582-3389](tel:831-582-3389), or TDD at [\(800\) 735-2929](tel:800-735-2929). For computer/online access you may visit the [Tanimura & Antle Family Memorial Library](#) ([map](#)) or our [Student Services Building](#) – first floor ([map](#)). Please check the links provided for the respective hours and the location of each site. CSUMB will not fax application materials.

**CSUMB is an EEO employer committed to excellence through diversity.  
All employees must be eligible for employment in the U.S.**