**Title Details**

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| Employee Type | AP-Administrative Professional |
| University Title | Student Services Coordinator/Advisor 1 |
| Title Code | 1481 |
| Function General Scope | Positions assigned to this class exercise professional judgment within established guidelines and are responsible for participating and/or coordinating the development, implementation, and/or administration of student services programs and initiatives and/or advising and counseling students in functional areas such as admissions, athletics, career services, financial aid, recruitment, registration, student activities, and other forms of student services. |

**Job Duties and Responsibilities**

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| Summary of Duties | Responsibilities include, but are not limited to implementing systems and methods for student programs and services; providing day-to-day contact with, advising, and counseling of students; interpreting and enforcing academic policies and procedures as they pertain to the organization; monitoring and evaluating student services and operational effectiveness; providing information and clarification regarding University policies/procedures to students, faculty, staff and parents; award adjustments, needs analysis, financial aid, career services, teacher preparation field placements, recruitment activities and other forms of student services; representing the organization with internal and external constituents. |
| Job Function, % Time, Essential | 60%, Advising, Essential |
| Duties Performed | Provide advising, coaching, career counseling, scholarship and financial aid advising, and mentoring to assigned students designed to engage them in the pursuit of academic excellence.  Assess student academic needs and provide students with intellectual and academic support that will contribute to their success through graduation and career development.  Provide counseling to students on setting academic and career goals, assessing individual skills in academic and professional pursuits, advise students on making decisions, and work with students on career related training and assessment. Monitor academic progress of students.  Develop effective, individual educational plans with schedule review, time management, organizational strategies, self-assessment, goal setting, and overall tracking of academic progress as a focus.  Administer and interpret career assessments and conducting workshops and presentations.  Work with school counselors, professors, and administration to assure student success and serve as student advocate as appropriate.  Manage all working relationships with student and staff in a confidential manner. |
| Job Function, % Time, Essential | 20%, Recruitment and Retention, Essential |
| Duties Performed | Provide counseling, instruction and advising services to student in an effort to increase the persistence, retention, academic achievement and graduation rates.  Meet with recruits during on-campus visits to review available services for students, career services, WSU admission process, and provide an overview of the philosophy and approach to delivery of services.  Develop and implement outreach, recruitment and retention efforts for prospective and current students.  Develop and conduct orientations, workshops, and/or seminars, to assist students in their transition to study, professional development, scholarly interests, support programs, special opportunities, and academic success.  Assist with recruiting events and new student orientation activities. |
| Job Function, % Time, Essential | 15%, Program Support, Essential |
| Duties Performed | Support programs by providing coordination, direction and leadership for the operation and programming of the department in collaboration with Directors. Establish and implement short and long-range organizational goals and objectives. Coordinate program services to ensure progress and compliance.  Act as consultant and/or advisor to student organizations associated with the department. Provide leadership in facilitating periodic meetings with advisors of student organizations.  Respond to inquiries and provide assistance when possible.  Establish and maintain critical contacts and working relationships with University constituencies as well as with outside agencies, groups, and individuals. |
| Job Function, % Time, Essential | 5%, Other, Non-Essential |
| Duties Performed | Perform other duties as assigned. |

**Supervisory/Lead Responsibilities**

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| Does this position lead the work of others? | No |
| Does this position supervise the work of others? | No |

**Position Qualifications**

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| Required Qualifications | Bachelor’s degree and two (2) years of professional work experience in student services or related education/experience. A Master’s degree in a related field may substitute for one (1) year of professional work experience. Any combination of relevant education and professional experience may be substituted for the educational requirement on a year‐for‐year basis. |
| Additional Requirements | Demonstrated excellent verbal/written communication and interpersonal skills.  Demonstrated experience with Microsoft Office including Access, Excel, Outlook, PowerPoint, and Word.  Demonstrated ability to work effectively and positively in a diverse environment.  Demonstrated ability to prioritize tasks effectively.  Attention to details, organized, and multi-tasking to meet deadlines.  Experience advising/counseling students.  Experience or knowledge of coordinating student services programs.  Experience analyzing, evaluating, using professional judgment and/or applying a comprehensive depth of knowledge of student issues. |
| Preferred Qualifications | Master’s degree in related field.  Previous work experience at an institution of higher education.  One or more years of experience advising/counseling students in a higher education setting or equivalent.  Experience working with diverse faculty, students and staff.  Demonstrated ability to exercise professional judgment and leadership, including the ability to work independently.  Familiarity with Washington State University academic rules and regulations.  Professional experience related to the design, implementation, and evaluation of academic programs and strategic planning at college. |