Job Posting Preview

**Academic Success Advisor**
74374BR
Campus: Tempe
Academic Success Advisor

**Job Description**

The Hugh Downs School of Human Communication is seeking an enthusiastic Academic Success Advisor to join our team. Serving approximately 2000 Communication majors, The Hugh Downs School provides academic advising to on-campus and online undergraduate Communication majors, students pursuing a Communication minor and/or Certificate, and prospective Communication students. The Academic Success Advisor will be a contributor to increase school-wide and university-wide student retention efforts and provide assist with resolving inquiries and unexpected situations.

Under the supervision of the Academic Success Advising Coordinator, the Academic Success Advisor is primarily responsible for developing relationships with our students to help them be successful in their academic goals and degree completion. The Academic Success Advisor supports their students through a range of in-person and virtual methods including individual advising meetings (in-person, phone, and zoom), email, and other proactive outreach strategies utilizing technology tools to support student success. Other responsibilities include participation and/or presentations in student seminars/workshops, and assisting with the Association of Human Communication student group (AHC).

**Job Family**
Advising & Admissions

**Department Name**
Hugh Downs School Of Comm

**Full-Time/Part-Time**
Full-Time

**VP Code**
EXEC VP/PROVOST

**Scope of Search**
Open

**Grant Funded Position**
This is not a grant funded position and is not contingent on future grant funding.

**Salary Range**
$43,000 - $49,000 per year; DOE

**Close Date**
05-January-2022

**Category**
02
Essential Duties

- Provides personalized, intentional, and holistic advising support to students to ensure successful transition to ASU and ongoing success as a student
- Provides 1:1 as well as group academic advising, recruitment/retention, and academic success support functions to students to ensure ongoing successful progress to completion of degree program
- Advises and directs on-campus and online undergraduate students to appropriate course and schedule information
- Uses eAdvisor, assists students to explore a variety of academic options, register for courses and verify degree progress
- Works closely with students to identify all academic options including, but not limited to: degrees, extracurricular activities, scholarships, study abroad program(s), research, and internships; supports and provides counsel to student in selection of options best suited to student’s goals, interests and skills
- Assists with academic program development and implementation
- Monitors student academic progress through a variety of reporting tools including Advisor Portal, Salesforce, eAdvisor, DARS and Major Maps; works closely and collaboratively with students, faculty, and staff to ensure academic success
- Acts as college/school liaison to current and prospective students, faculty, staff, and external groups on issues related to academic success
- Responds to student questions and concerns; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- As primary liaison, connects students with academic and personal resources including, but not limited to: tutoring, counseling and career services; provides follow up to ensure satisfaction with and effectiveness of services
- Works collaboratively and collegially with academic units and services throughout the university to facilitate comprehensive student support
- Utilizes a variety of university data and programmatic direction to promote student academic success
- Attends all pertinent, professional development and training workshops and seminars
- Focuses on retention and student success, maintains student files and records
- Interprets and explains college and university policies and procedures
- Prepares academic plans and verify graduation eligibility
- May teach specialized classes or workshops for student success
- Performs other duties as assigned

Days and Schedule: Monday - Friday 8:00AM - 5:00PM, to include some evening hours and occasional weekend assignments.

Minimum Qualifications

Bachelor’s degree AND one (1) year or more previous experience in one or more of the following: advising, student recruitment/retention or related student services utilizing a proactive and innovative approach which results in demonstrated outcomes in retention, graduation, and academic planning; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
Desired Qualifications

- Evidence of a Master's Degree
- Demonstrated knowledge of ASU academic structure and organization
- Experience in work that requires sensitivity to needs of a diverse student population
- Evidence of effective interpersonal and written communication skills
- Experience in designing presentation materials and conducting group information/orientation sessions
- Experience in advising student organizations and/or organizing/planning student events
- Experience in the use of required computer applications, such as PeopleSoft, Salesforce, eAdvisor and DARS
- Demonstrated knowledge of principals, practices, procedures and methods of evidence-based academic advising strategies
- Experience working with on campus and online students
- Experience interpreting student needs and determining when to refer to other university resources
- Experience in establishing and maintaining effective working relationships with peers, faculty, students, administration and other interested parties
- Experience working effectively in an environment subject to quickly changing priorities

Working Environment

- Activities are performed in an environmentally controlled office-setting subject to extended periods of sitting, talking on the telephone, keyboarding and manipulating a computer mouse
- Required to stand for varying lengths on time and walk moderate distances to perform work
- Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds
- Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts
- Clearly communicate to perform essential functions
- Regular use of phone, computer, fax, printer, and other office equipment
- Occasional evenings and weekends are required

Department Statement

The Hugh Downs School of Human Communication offers BA, BS, MA, and PhD degrees. The undergraduate program currently has approximately 2,300 on-campus and online majors. The School is composed of approximately 29 distinguished interdisciplinary faculty recognized for teaching and research excellence in areas of Human Communication including: health communication, intercultural communication, interpersonal communication, organizational communication, performance studies, critical/cultural studies, as well as rhetoric and public communication.

ASU Statement
Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation’s fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

**COVID-19 Vaccination Requirements** - Under the recent executive order issued by President Biden requiring all employees of federal contractors to receive COVID-19 vaccinations, ASU expects all employees, including new hires, to be vaccinated unless they have an approved medical or religious accommodation. Proof of vaccination will be required by January 4, 2022. For questions about medical or religious accommodations, please visit the Office of Diversity, Equity and Inclusion’s [https://cfo.asu.edu/DEI](https://cfo.asu.edu/DEI) and see “Workplace accommodations”.

ASU is a tobacco-free university. For details visit [https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco](https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco)

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/az-resources](https://cfo.asu.edu/az-resources).

**Employment Verification Statement**

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

**Background Check Statement**

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

**Instructions to Apply**

Application deadline is 3:00PM Arizona time on the date indicated.
Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

**IMPORTANT NOTE:** What is the meaning of “equivalent combination” in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor’s degree is equal to four years of experience.