



Online Academic Advisor Job Description

Employee Classification: Full-time	Date: 11/30/2020
Name:	
Reports To: Executive Director of Online Learning	
Department/Area: Online Learning	
Approved By: President	
Supervises: N/A	
Purpose:	
<p>The position of Online Academic Advisor is responsible for providing academic advising services for all online undergraduate students that will enable them to have an excellent educational experience. The Online Academic Advisor aids in student retention.</p> <p>Note: This position may be partially or fully remote.</p>	
Essential Responsibilities:	
<ul style="list-style-type: none"> • Develop an educational plan with each advisee • Communicate timely and accurate program/course information and policies to students • Produce student reports as needed • Send registration reminders • Guide students in the self-registration process as needed and meet virtually with those requiring assistance; register those who do not self-register in collaboration with the Registrar’s Office • Review at-risk student reports and assist at-risk students • Compile course schedules with course descriptions to be posted on the University website • Serve as a liaison between the student and the faculty/staff as needed 	

- Implement strategies to aid in retention

Required Personal Attributes:

Conscientiousness

- Displays a positive and professional image at all times, even when facing significant job challenges.
- Delivers on commitments made to others.
- Takes ownership for resolving problems rather than allowing them to persist or simply pointing them out to others.

Flexibility

- Adapts quickly to changing situations. This includes last minute changes and disruptions to schedule.
- Is receptive to new information, ideas, or strategies to achieve organization's goals.

Influencing/Negotiating

- Anticipates potential reactions, or concerns of key players in a situation and prepares to address them.
- Builds ownership for new initiatives, or changes by involving those responsible for implementation in planning the details.
- Uses compelling information/statistics to build an effective business case that others find persuasive.
- Displays strong decision-making skills.

Integrity/Honesty

- Avoids any action, or situation that would give the appearance of unethical, or inappropriate behavior.
- Demonstrates the courage to do the right thing in difficult situations.
- Holds self and others accountable for meeting high standards of the organization's integrity.
- Leads by example through modeling ethical practices and standards.

Sensitivity

- Treats others with respect, fairness, and consistency (e.g., listen to, respect others' views, and ideas).
- Demonstrates empathy and understanding when addressing sensitive issues with others.
- Maintains strict confidentiality in dealing with sensitive information while performing duties.

Organizational Skills

- Demonstrates the ability to take initiative for completing work and improving procedures.
- Manages and delegates to others while maintaining a positive office atmosphere.

Verbal Communication

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals.
- Communicates information concisely and clearly.
- Explains complex concepts (e.g. schedules, policies, and procedures) clearly and at an appropriate level of detail.
- Maintains frequent appropriate level of contact with management to keep them informed about important, or controversial situations that may come up.
- Ability to communicate professionally with all levels of employees in the organization.

Other Interpersonal Skills

- Displays a high-level of effective interpersonal communication skills, both written and verbal, plus organization and presentation skills.
- Cultivates key working relationships with the faculty, deans, administration, and academic leaders.
- Holds a strong desire to be a part of a University with an entrepreneurial spirit and a fast paced, result-oriented culture.

Position Requirements:

- Competency and skills in the knowledge of Microsoft Office programs, computer skills, and the ability to learn the student information system.
- Related education and experience and/or training; or equivalent combination of education and experience.
- Complete support of and willing adherence to Clarks Summit University's Standard of Conduct and Confession of Faith. Applicant must hold these standards as his/her own.

Language Skills:

- Ability to read, analyze, and interpret technical procedures, financial reports or governmental regulations. Ability to write reports, business correspondence, and standard operating procedures. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

Mathematical Skills:

- Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area circumference, and volume. Ability to apply basic mathematical concepts.

Acknowledgement:

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned.

Acceptance:

I have read this job description, understand and accept these duties, and agree to carry out the assigned duties to the best of my abilities in the best interest of Clarks Summit University and my fellow coworkers. I also have read, understand, and will, to the best of my abilities, follow and adhere to the Clarks Summit University Management structure, Clarks Summit University’s Mission, and Clarks Summit University’s Policies. I will respect those above and under my leadership according to Clarks Summit University Code of Conduct and Clarks Summit University Code of Ethics.

Employee:

Direct Managers:

Signature/Date:

Signature/Date:

Physical Requirements / Environmental Conditions

How much on-the-job time is spent on the following physical activities? Show the time by checking the appropriate boxes below.

Amount of time

None

Under 1/3

1/3 to 2/3

Over 2/3

Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

Make notes on the specific job duties that require the physical demands selected above.

The majority of the day is spent at a desk with a computer, with frequent needs that require standing and walking. Much of this position involves interpersonal skills, so it is imperative to have strong speech and hearing capabilities.

In the office environment, there are times of rearranging, decorating, tidiness (taking out the trash and recycling, moving paper boxes, cleaning copier, etc.) when it is necessary to move moderately heavy items.

Work Environment

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much noise is typical for the work environment of this job? Check the appropriate level below.

Very quiet conditions (examples: forest trail, isolation booth for hearing test)

Quiet conditions (examples: library, private office)

Moderate Noise (examples: business office with computers and printers, light traffic)

Loud noise (examples: metal can manufacturing department, large earth-moving equipment)

Very loud noise (examples: jack hammer work, front row at rock concert)

Make notes on the specific job duties that are affected by the environmental conditions selected above.

As an Administrative Assistant to the Registrar and the Executive Director of Online Learning in an open office, high-traffic area, many people come in with random problems or issues. There is a good deal of up and down throughout the day, whether to unjam the copier, to escort a guest to other offices, to report maintenance issues, or to trouble-shoot any situations that come up with faculty and students.

Additional Information: Include any other information that will aid in the preparation of an accurate description of this job.
