

Academic Advisor, Center for Student Success

SUMMARY: The Academic Advisor within the Center for Student Success provides advising to both post-traditional undergraduate students, incoming transfer students, and they support student success initiatives for academically at-risk undergraduate students at Queens. This is a full-time, benefits-eligible position reporting to the Director of Academic Advising and works with all members in the Center for Student Success. In addition to advising responsibilities, the Academic Advisor contributes to planning, implementing, and evaluating a comprehensive plan for undergraduate advising grounded in best practices. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities:

- Assumes primary academic advising responsibility for post-traditional undergraduate students.
- Provides academic advising to incoming traditional undergraduate transfer students prior to their assignment to faculty advisors within academic departments.
- Provides supplemental advising to undergraduate students on topics such as major exploration, academic requirements, campus resources, and institutional policies and procedures as needed.
- Manages Royal Rebound, an academic success initiative, for undergraduate students on academic probation.
- Develops and coordinates programming to promote the academic progress of academically at-risk students.
- Develops advising materials and presentations to support individual and group student sessions.
- Coordinates communication for students who receive an academic early warning, midterm warning, or are on academic probation.
- Assists at-risk students in the creation of a student success plan and monitors their progress to identified goals.
- Works closely with the other members of the Center for Student Success in support of student success initiatives.
- Collaborates with partners across campus to improve student retention and success for the post-traditional and at-risk student populations which includes the coordination of events for post-traditional students.
- Serves as a resource for faculty advisors regarding post-traditional undergraduate students.
- Assists in the creation, presentation, and evaluation of student orientations for post-traditional students including summer starts.
- Stays apprised of changing institutional policies and procedures including admissions requirements, new programs, course changes, deadlines, costs, updates in college-wide initiatives, and transfer requirements.

- Appropriately handles, tracks, and stores sensitive & confidential materials according to established guidelines by understanding the institution's interpretation of FERPA rules for the release of student information to faculty, parents, students, etc.
- Stays current with trends in academic advising and professional development opportunities, such as participation in department and university activities and workshops.

Non-Essential Duties

- Performs other duties and responsibilities to meet the needs of the University as assigned by Director of Academic Advising.

Experience, Knowledge & Skills Required

- Master's degree or equivalent combination of education and experience.
- Minimum of one to two years' experience in academic advising in a university setting is required.
- Dedicated to supporting student development while effectively prioritizing multiple demands and follow-up with students.
- Experience and knowledge of post-traditional students required.
- Strong interpersonal skills, including the ability to establish rapport with a diverse population of students, faculty, and staff.
- Must be able to work in a fast-paced environment with excellent attention to detail and the ability to quickly learn and communicate new information.
- Excellent verbal and written communication skills.
- Ability to work independently and as a member of a team.
- Exceptional follow-up and follow-through skills as well as ability to plan, organize and control assignments and projects through to completion.
- Demonstrated analytical, problem identification and resolution skills.
- Proven ability to maintain the utmost confidentiality at all times; solid understanding of FERPA.
- Proven ability to work effectively in a culturally diverse educational community.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Computer proficiency, particularly in MS Word, Outlook, PowerPoint, Excel. Experience with Jenzabar software preferable.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé or CV
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “AA-CSS” and **YOUR NAME** in your email Subject Line.
(Example: AA-CSS Shawn Mullin)

Applications received by September 15, 2021, will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation’s second fastest growing metropolitan area, Queens University of Charlotte leverages the city’s diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger. Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world’s most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition,

employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions.

Work Conditions

- Work in office environment, involving contact with students, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.