Academic Success Specialist
(Job Number: 60033BR)

<table>
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<tr>
<th>Campus Location</th>
<th>West</th>
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<tbody>
<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is not a grant-funded position and is not contingent on future grant funding.</td>
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<tr>
<td>Salary</td>
<td>Depends on experience</td>
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<tr>
<td>Close Date</td>
<td>April 8, 2020</td>
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Job Description
ASU's Mary Lou Fulton Teachers College is seeking a qualified individual to provide academic advising and related student services for online graduate students in Master's degree programs. Under general supervision, the Academic Success Specialist will serve as a key contributor to increasing student retention and graduation, and supports online students in making timely progress toward a degree through a range of online academic counseling and support strategies.

This position is primarily located at West campus, however, travel to the other ASU campuses is required.

Essential Duties
- 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.
- Provides guidance to students on course selection, registration, and satisfactory academic progress using iPOS, PeopleSoft, and Salesforce
- Assists with academic program development and implementation
- Monitors student academic progress through a variety of reporting tools; works closely and collaboratively with students, faculty, and staff to ensure academic success
- Working under limited or minimal supervisor, handles problems, provides guidance and advice to students
- Responds to student questions and concerns in a timely manner; works with students to resolve all issues to ensure ongoing satisfaction with program and successful progress to completion
- Acts as primary liaison to connect students with academic personal resources such as tutoring, financial aid, 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.
- Maintains student files and records on computer-based databases.
- Utilizes a variety of university data and programmatic direction to promote student academic success
- Collaborates with Teachers College internal and external partners to promote education programs.
- Interprets and explains college and university policies and procedures related to admission, advising, student success, and degree completion.
- Prepares and presents and orientations for new students.

**Minimum Qualifications**

Bachelor's degree AND two (2) years 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 in counseling, higher education, or closely related field from a regionally-accredited college or university
- Experience working with online graduate students
- Ability to work well independently and within a team structure
- Ability to work effectively in an environment subject to quickly changing priorities
- Experience in providing thorough and complete attention to detail, following multi-stepped processes, and maintaining accurate records
- Knowledge of principles, practices, procedures and methods of evidence-based academic advising strategies.
- Knowledge of ASU academic structure and organization.
- Knowledge of academic programs, colleges, and departments university-wide.
- Demonstrated student service orientation.
- Skill in designing presentation materials and giving oral presentations in group settings.
- Skill in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.
- Skill in use of internet-based research tools and Microsoft Office computer applications.
- Ability to rapidly adapt and effectively utilize new technology, practices, policies and methods.
- Ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties.
- Ability to work effectively in an environment subject to quickly changing priorities.
- Ability to effectively communicate both written and verbally.
- Ability to interpret student needs and determine when referral to other University resources is appropriate.
- Ability to demonstrate sensitivity to needs of a diverse student population.

**Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; frequently required to stand for varying lengths of time and walk moderate distances to perform work.
- Occasional 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.

Ability to clearly communicate verbally, read, write, see and hear to perform essential functions.

Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone and associated computer/technology peripherals.

This position receives regular review of objectives.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/relocation-services.

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<thead>
<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tr>
<td>Background Check Statement</td>
<td>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 up successful passing of the background check.</td>
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<td>Instructions to Apply</td>
<td>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. <a href="https://cfo.asu.edu/applicant">https://cfo.asu.edu/applicant</a></td>
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