Position Title:  
Success Advisor  
Department: Center for Student Success  
Search #21-01A

Provide academic support and administrative advising to students throughout their undergraduate experience. Assume responsibility for special projects as needed.

ESSENTIAL FUNCTIONS

Student Support (80%)

• Provide proactive appreciative advising assistance to caseload of students in two of the University’s four colleges
• Assess and monitor student progress using Starfish Retention Solutions. Intervene as needed to promote student success and provide support to students. Maintain accurate record of meetings and correspond with faculty in reference to student alerts received.
• Provide assistance and support for special student programming related to student retention, persistence and degree completion
• Follow-up with assigned students after meetings to check-in, encourage, and offer continued assistance.
• Meet with students to develop success strategies (e.g. time management, study skills, and learning and academic strategies)
• Keep informed of all university policies and resources; provide guidance on interpreting university policy, degree audit, the registration process and other administrative advising functions
• Teach in the Strategies for Success and/or Foundations for Success Programs.
• Guide students through assessments to assist in their overall academic success (e.g. Learning Styles, using metacognition, Bloom’s Taxonomy)
• Counsel students in developing comprehensive 4-year educational program and student success plans
• Counsel students in using and understanding academic advising tools such as; Degree Works, Banner, and academic worksheets
• Deliver accurate information and advice to students about majors/minors and course options
• Make appropriate referrals to academic departments and other university resources
• Respond with appropriate interventions for those students who are experiencing academic difficulty
• Keep informed of all program academic worksheets and program requirements
• Participate in new student, registration, and orientation programs; schedules and/or registers new first-year and transfer students for classes prior to their first semester on campus
• Assist new students with adjustment and transition to the University
• Act as referral source and student advocate

Program Development (20%)
• Serve as lead staff on one or more departmental initiatives and/or programs as assigned (e.g., communications/public relations, social media coordination, pre-registration/add-drop assistance, advising manual preparation, etc.)
• Serve on at least one University-wide committee
• Establish, develop, and maintain partnerships that support the retention and success of students

SECONDARY FUNCTIONS:
• Refine existing and develop additional tools for use in success advising
• Keep abreast of national academic advising and counseling standards through on-going research and/or professional development opportunities
• Represents the department at university events
• Document and provide feedback to Center for Student Success (CSS) leadership regarding emerging and/or persistent student trends
• Assist with the advising and pre-registration of all first-year students during the university’s summer orientation program
• All related duties as assigned by supervisor or Director of the Centers for Academic Success and Advising

QUALIFICATIONS:
• Master’s Degree in related academic or counseling and student personnel; experience in working with students in a higher education setting
• Knowledge of, commitment to, and expertise at building rapport with students from diverse ethnic, cultural, religious, and socio-economic and other backgrounds
• Commitment to student-centered advising team approach
• Ability to resolve student issues from request to resolution
• Understanding the academic and developmental needs of college students
• Demonstrated ability to work effectively with others to accomplish team goals
• Experience in Appreciative Advising/Certification preferred; willingness to pursue certification if hired
• Excellent organization, interpersonal, written and verbal communication skills
• Strong computer skills (Microsoft Office Suite, manage databases)
Familiar with electronic methods of communication (i.e.; online chat, webinars, social networking sites)
• Strong communication/counseling and organizational skills
• Excellent attention to detail
• Experience in dealing with confidential materials and information
• Ability to interact effectively with students, faculty, and administrators on campus
• Occasion evening and weekend hours required

HOW TO APPLY:

Please send a cover letter, resume, and list of 3-5 references and their contact information to:
via email to hrdept@newhaven.edu. Please make sure to reference Search # 21-01A in the subject line.

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