

JOB DESCRIPTION

Dept: Faculty of Academic and
Career Preparation

Working Title: Academic Advisor (561)

Date: October 2017

Job Class: 13

PRIMARY FUNCTION: Academic Advisors in the Faculty of Academic and Career Preparation engage in collaborative practice to enhance the development, progression and retention of KPU students. Through guidance and the use of leading and innovative practices, Academic Advisors empower students to ensure student success.

JOB DUTIES AND TASKS:

1. Enhance development, progression, and retention of KPU students

- a) Independently evaluate complex situations. Advocate, guide and resolve issues related to the student experience at KPU. Assist students with navigating complex university policies and procedures.
- b) Exercise a high level of judgment in the advising of student progression and pathways, ensuring that precise information is disbursed. Errors in judgment can result in detrimental student experience, including delayed progression and postponed graduation.
- c) Evaluate and interpret various in-house and standardized tests used as admission requirements for university programs and courses. Incorporate the results of the tests, along with guidance, analysis of academic history and in consultation with the student research into the development of individualized educational plans.
- d) Independently conduct interviews to provide advice, guidance and instruction to students on how to use resources to research educational, career and labour market information related to their goals.
- e) Develop, plan and deliver client focused programs, services and events to advise students and other educational institutions on course planning, program options, admission requirements and other related information.
- f) Independently analyze, evaluate, authorize or deny student requests for variance to university policies, such as course repeats and educational plans.
- g) Based on an analysis of a student's documents, academic history, skills and abilities, determine and advise on student educational needs, program suitability and admissibility.
- h) Develop initiatives to assist students assess their skills, interests and abilities, examine their goals and to make decisions about their education and co-curricular activities to meet their long-term goals.
- i) Collaborate and coordinate with other Faculty and other Student Support Services to collectively triage and manage at-risk students referred through the Early Alert program.

2. Drive student success

- a) Maintain current, in-depth knowledge of pertinent KPU regulations to ensure students are provided with accurate and consistent information whereby they can make appropriate decisions regarding their educational goals.
- b) Manage a large caseload of students, and execute intrusive and proactive outreach to enhance success.
- c) Develop and implement strategies to promote Academic Advising services.
- d) Research and maintain an extensive knowledge of all KPU programs as well as other institutions, in order to effectively provide advice and guidance to students on: admission and declaration processes, program and graduation requirements, tuition, and career options.
- e) Based on an analysis of an individual student's academic history, guide students to appropriate alternative programs that may be more suited to their ability.
- f) Research and attend informational and training sessions on student development, progression, retention, and success.

3. Engage in collaborative practice

- a) Assist in hiring, training, and mentorship to new Academic Advisors, Peer Advisors, and other advisors across faculties and service departments at KPU.
- b) Liaise with various student services and external bodies to provide holistic support and individualized service to targeted student populations including, but not limited to, first-year students, Indigenous students, at-risk student, students with disabilities, and first-generation students.
- c) Investigate transfer credit issues between KPU and outside institutions, consult with, and provide advice to the appropriate internal and external departments.
- d) Establish, liaise and build rapport with high school and school district representatives, post-secondary institutions, employers, professional groups and other related agencies to support students transitioning to post-secondary.
- e) Respond to enquiries from the general public, high schools and prospective students, and provide information, guidance and advice regarding KPU programs, services, policies and procedures. Where appropriate, refer to other KPU resources and departments.
- f) Liaise with external institutions with regard to information, articulation and student advocacy matters.
- g) Represent KPU at University and Community events, including organizing and executing presentations and information sessions. Occasionally lift and move items weighing up to 20 – 40 lbs.
- h) Provide guidance and advice regarding proposed educational programming to faculty and administrators as part of Curriculum Committees.
- i) Consult, collaborate, coordinate and make recommendations to other Student Services departments at KPU regarding new, modified or proposed curriculum.
- j) Utilize tact, discretion and persuasion to address and amend policies and procedures that may negatively impact students.

4. Related duties

- a) Gather, maintain, and provide statistics to the Divisional Business Manager, Academic and Career Preparation on various initiatives and practices.
- b) Select, order, organize and store resources and reference materials.
- c) Independently manage a complex schedule of appointments while ensuring that critical and conflicting deadlines are met.
- d) Organize and maintain the physical layout of the space assigned for ACP advising.
- e) Research, develop and produce ACP Advising resources and as needed/order materials for the Faculty of Academic and Career Preparation.

- f) Evaluate and interpret in-house Banner Reports to determine program and graduation compliance. Provide analysis of inaccuracies in Banner Reports and where appropriate potential solutions to the administrator to improve accuracy.

<p>SUPERVISION RECEIVED:</p> <p>Reports to the Divisional Business Manager, Academic and Career Preparation</p>
<p>SUPERVISION/DIRECTION EXERCISED:</p> <p>Trains and mentors new ACP Academic Advisors, Counselling & Advising Assistants and other ACP staff.</p>
<p>PHYSICAL ASSETS/INFORMATION MANAGEMENT:</p> <p>Develop and maintain the training manual for new advisors. Access, update, and maintain sensitive and confidential student records for the purpose of advising, evaluating, and processing appeals, educational and developmental. Research, develop and produce content for use in institutional publications.</p>
<p>FINANCIAL RESOURCES:</p> <p>Compile and provide information for use in preparing department budget.</p>
<p><i>The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.</i></p>

Knowledge Skills & Abilities:

1. Successful completion of an undergraduate degree.
2. A minimum of two years of experience in an advising position, preferably at a post-secondary institution.
3. Demonstrated in-depth knowledge of secondary and post-secondary educational systems.
4. Demonstrated knowledge of career opportunities for post-secondary graduates.
5. Demonstrated passion for working with students and helping them succeed.
6. Proven ability to exercise a high level of initiative and responsibility.
7. Demonstrated excellent communication in English both verbally and written with a diverse group of people.
8. Proven ability to work independently and establish own priorities. Demonstrated ability to meet project deadlines.
9. Demonstrated experience in planning and presenting training activities, events and workshops.
10. Demonstrated intermediate level of competency using the Microsoft Office Suite, including MS Word, Excel, Access or a similar data base and PowerPoint.
11. Demonstrated competency navigating in Banner or a similar complex records database.