

Chatham University Job Description

Job Title: Academic Advisor

Position Reports to: Director, School for Continuing & Professional Studies

Position Summary

The Academic Advisor is a front-line, student-centered position that provides advocacy, academic coaching, and technical assistance to students in online programs. The position is responsible for providing accurate and timely support for learners enrolled in continuing education, online undergraduate and graduate programs, and nursing courses provided to external schools of nursing. The ability to function remotely as part of a dynamic team able to collaborate through various electronic and telecommunication methods is essential. The Academic Advisor contributes to the creative development and management of online support resources and engagement activities with students. The advisor must be professional, well-organized, detailed, and able to deal with shifting priorities in a fast-paced environment.

This is a fully remote position working with a fully remote team.

Qualifications:

- Bachelor's degree in education, Psychology, Student Personnel Services, Social Work, or related field required.
- 2 — 3 years' experience working in an advisory role, preferably in a post-secondary setting.
- Understanding of current trends in academic advising, higher education, adult learning and online and continuing education.
- Excellent written and verbal communication skills.
- Proficient use of various communication methods (i.e., Zoom, Teams, phone)
- Must be able to demonstrate a professional location at home for the purpose of fulfilling the responsibilities of this position.
- Ability to actively listen and effectively respond to others.
- Ability to be creative and innovative.
- Strong analytical and computer skills. Experience with online software and electronic technology preferred.

Duties and Responsibilities:

- Maintain proactive and direct contact with students to assist with course scheduling, degree auditing, registration, academic progress, technical and other support as needed including coordinating academic support services with the PACE Center.

- Responsible for ensuring online students take the proper courses leading to graduation.
- Develop communication flow and strategy to ensure consistent and timely contact and to foster student success.
- Conduct online and in-person student orientations for specific student groups.
- Trouble-shoot and resolve technical registration issues, online access issues, and registration difficulties.
- Identify and develop innovative and creative processes, programs, and activities to improve the online student experience.
- Collaborate frequently with University departments including the program directors and registrar, as well as external constituents.

Supervision:

- Position reports to the Director of Online, resides in the School of Continuing and Professional Studies (SCPS).

Compensation

Chatham University offers a competitive salary that includes generous benefits packages. Salary dependent on experience. Range: \$40,000 to \$60,000

Physical Requirements:	Hear: Continuous	Sit: 40%
	Speak: Continuous	Stand: 25%
	See: Continuous with 20/20 acuity	Walk: 35%
	Stoop/Bend/Kneel/Squat: 10%	Write: 80%
	Use telephone: 50%	Push/Pull: 5%
	Use computer: 40%	
	Reach above shoulders: 5%	
	Fine hand manipulation: 25%	

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