

ONLINE ACADEMIC ADVISOR

POSITION: Online Academic Advisor
SUPERVISOR: Director for Online Enrollment Management
DEPARTMENT: Distance Education & Academic Advising

GENERAL JOB DESCRIPTION

Online Academic Advisors are responsible for the retention, persistence and graduation of online undergraduate and graduate students. They evaluate students' academic progress; provide guidance in determining students' academic interests and objectives and helping students to locate and navigate the resources they need to successfully complete their degree program.

MAJOR DUTIES AND RESPONSIBILITIES

The Online Academic Advising team focuses on all aspects of student services for the online undergraduate and graduate student population. Primary responsibilities are to provide quality student services and advising for online undergraduate and graduate programs. The online academic advisors serve as a one-stop shop for students to provide general University information and direct the student to the appropriate office or individuals for assistance.

- Provide assistance with learning and understanding academic requirements, including core education and college requirements;
- Assistance with course selection and registration of new and current students;
- Initiate contact with students each semester by phone, email, text, and other forms of correspondence;
- Promote career service products and resources;
- Assist with student financial aid information;
- Provide assistance with financial aid and billing concerns;
- Degree audit, petition and graduation application assistance and preparation;
- Assistance with the assimilation to University (online) life;

- Liaison to internal and external stakeholders on behalf of the students;
- Gather and disburse appropriate documents and information to assist students with the re-admission process, transfer credit, and other student concerns and issues;
- Track, monitor and follow-up with student attendance;
- Notify and assist students on academic and financial hold;
- Process add/drop forms;
- Populate and maintain accurate data in Power Campus;
- Monitor academic progress of degree seeking students; provide intervention and assistance for students in academic distress and on probation;
- Implement and manage strategies in relation to inactive students;
- Obtain student and alumni testimonials;
- Assist with commencement activities; and
- Work with the Director of Online Enrollment Management and other university department heads on new initiatives associated with retention, persistence, graduation, at risk students, and innovative programs that are transformative.

QUALIFICATIONS FOR THE JOB

- Strong interpersonal skills; including ability to develop and maintain effective, collaborative professional relationships with staff and faculty colleagues;
- Strong listening and organizational skills;
- Strong communication skills both oral and written are essential;
- Ability to think creatively and strategically;
- Strong computer skills and ability to quickly adapt to new technology;
- Ability and willingness to work evenings and weekends;
- Understanding of and commitment to Tiffin University's Guiding Principles;
- Bachelor's degree required; Master's degree preferred.

EXPECTED KEY COMPETENCIES (ORGANIZATIONAL FIT)

<i>Interdependence:</i>	Fosters collaboration across the University
<i>Communication:</i>	Strong decision-making and communication skills
<i>Accountability:</i>	Formulates effective and progressive strategies aligned with University mission and values
<i>Respect:</i>	Creates an engaging, collaborative classroom environment by bringing diverse students and ideas together
<i>Entrepreneurship:</i>	Influences and inspires

PHYSICAL REQUIREMENTS

Ability to sit and or stand periodically for long periods



We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.

***NONDISCRIMINATION POLICY:** Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.*

Tiffin University is an Equal Opportunity Employer