

Online Academic Advisor

POSITION:	Online Academic Advisor
SUPERVISOR:	Assistant Director of Online Academic Advising
DEPARTMENT:	Distance Education & Academic Advising
LOCATION:	On-campus, located in Tiffin, OH
JOB TYPE:	Full-time
SOC CODE:	21-1012

General Job Description for the Online Academic Advisor:

The Online Academic Advisor is responsible for the retention, persistence, and graduation of enrolled students in their assigned territory. The Online Academic Advisor will evaluate students' academic progress; guide them in determining their academic interests and objectives, and help them to locate and navigate the resources they need to complete their degree program. The Online Academic Advisor may be asked to assist with recruitment efforts, i.e., recruiting and attracting a qualified and diverse student who meets Tiffin University's enrollment and academic needs, which is a top priority. This position entails frequent phone, written, email, and virtual correspondence.

The Online Academic Advisor is a part of the online academic advising team, which focuses on all aspects of student services for the online undergraduate and graduate student population. The 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.

Key Responsibilities for the Online Academic Advisor:

- Assist 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.
- Assist with financial aid and billing concerns.
- Degree audit, petition, and graduation application assistance and preparation.
- Assistance with the assimilation into 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 readmission process, transfer credit, and other student concerns and issues.
- Track, monitor, and follow up with student attendance.
- Notify and assist students to ensure they are prepared financially for each upcoming semester.
- Process add/drop forms.
- Populate and maintain accurate data in Power Campus.
- Monitor the 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.
- Work with the Assistant Director of Online Academic Advising and the Director of Online Enrollment Management, as well as other university department heads, on new initiatives associated with retention, persistence, graduation, at-risk students, and innovative and transformative programs.

Qualifications for the Online Academic Advisor:

Education:

- A bachelor's degree is required.
- A Master's degree *is preferred*.

Other:

- Strong interpersonal skills, including the 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.

Why Join Tiffin University?

Tiffin University offers a collaborative, mission-driven environment where your financial expertise directly supports student success and institutional growth. We value innovation, transparency, and partnership—and provide the opportunity to make a meaningful impact.

At Tiffin University, we believe in taking care of our employees. That's why all full-time employees enjoy a comprehensive benefits package designed to support their health, financial security, and work-life balance:

- Medical, dental, and vision insurance to keep you and your family healthy.
- Health Savings Account with annual employer incentive contribution & Flex Spending Account with options to save pre-tax dollars for medical, dental, and vision expenses.
- Employer-paid basic life insurance and long-term disability, plus voluntary plans for supplemental life insurance and short-term disability.
- A 403(b)-retirement plan with employer matching contributions to help you plan for the future.
- Generous paid annual and sick leave, plus paid holidays throughout the year.
- Educational tuition benefits for you and eligible family members.
- Access to a confidential Employee Assistance Program (EAP) for personal and professional support.

Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.



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