



Online Academic Advisor

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

Tiffin University (TU) was founded in 1888 and offers accredited undergraduate and graduate degrees in business administration, criminal justice, social sciences, creative and media arts, humanities, education, sciences, technology, and health. The University's campus in Tiffin, Ohio, blends traditional historic and modern buildings, creating a vibrant and welcoming educational community for its students, faculty, and staff. Students can pursue associate, undergraduate, and graduate programs both on campus and online, as well as at Terra State Community College. In addition, TU offers Bachelor in Business Administration and Master of Business Administration degrees in Bucharest, Romania, and educational opportunities for students from Switzerland and Latin America. The University also provides an online Ph.D. program in Global Leadership and Change.

The main campus in Tiffin is a beautiful 153-acre blend of traditional historic and modern buildings that create a vibrant and warm home for an educational community. We offer undergraduate and graduate degrees in business in Bucharest, Romania. From academic programs in sports and recreation management to homeland security/terrorism, communication, and management, TU offers more than 40 majors through on-campus and online learning, resulting in real advantages for our students.

GENERAL JOB DESCRIPTION

The Online Academic Advisor plays a vital role in supporting the retention, persistence, and successful graduation of students within an assigned territory, which includes students enrolled in the Master of Science in Nursing (MSN) program. This position is responsible for monitoring academic progress, assisting students in clarifying their educational goals, and guiding them toward the appropriate resources to help them successfully complete their degree.



In addition to advising responsibilities, this role may also support recruitment initiatives. A key focus is attracting and retaining a qualified, diverse student population that aligns with Tiffin University's academic and enrollment objectives.

This position requires regular communication through phone, email, written correspondence, and virtual meetings, ensuring consistent engagement and personalized support for each student.

MAJOR DUTIES AND RESPONSIBILITIES

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.

- 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 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 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 Director of Online Enrollment Management and other university department heads on new initiatives associated with retention, persistence, graduation, at-risk students, and innovative and transformative programs.

QUALIFICATIONS/SKILLS/ABILITIES FOR THE JOB

Education

- Bachelor's degree required; Master's degree preferred.

Experience

- Nursing experience strongly preferred as this individual will be advising MSN students as part of their territory. Experience can be work in the field and/or schooling.

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.

TIFFIN UNIVERSITY SPONSORED BENEFITS

Tiffin University offers excellent benefits. All full-time employees of Tiffin University are eligible for our full-time benefits package, which includes medical, dental, and vision insurance, Health Savings Account with employer incentive contribution, Employer Paid and Supplemental Life Insurance, Short-Term, and Long-Term Disability, 403b Retirement with Employer Match, Time Off (annual and sick leave), Observed Holidays, Tuition Assistance and Reimbursement, and Employee Assistance Program.

KEY COMPETENCIES

Interdependence: Fosters collaboration
Communication: Strong decision-making and communication skills



- Accountability:* Formulates effective and progressive strategies aligned with the University's mission and values
- Respect:* Creates an engaging, collaborative work environment by bringing diverse people and ideas together.
- Entrepreneurship:* Influences and Inspires

EMBRACING OUR GUIDING PRINCIPLES

VISION STATEMENT – The vision for Tiffin University is to become *A premier university for challenging students to enhance their global competencies and 21st-century skills for success in a diverse world.*

MISSION STATEMENT – The mission of Tiffin University is to *Educate students by linking knowledge to professional practice.*

CORE VALUES – The values of Interdependence, Communication, Accountability, Respect, and Entrepreneurship comprise the ICARE values of Tiffin University.

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.



Tiffin University is an Equal Opportunity Employer