Student Services Advisor - Graduate - 45861-1A

Updated: Nov 21, 2022
Location: Irvine-Campus
Job Type:
Department: Engr DO Grad Student Affairs

Job Opening ID: 45861
Reports To: Director, Graduate and Professional Studies
Working Title: Student Services Advisor - Graduate
Department: Engr DO Grad Student Affairs
Bargaining Unit: 99
FLSA: Exempt
Payroll Job Code: 004575
Job Location: UCI Campus- Irvine
Percent of Time: 100%
Work Schedule: 8-5
Employee Class: Career

Position Summary:

Founded in 1965, the Samueli School of Engineering educates more than 4,600 students (3,728 undergraduates and 961 graduates) with an integrative approach that blends fundamentals, research and hands-on experience. The School’s aim is to unleash innovation, create opportunities and inspire ingenuity. The School’s faculty members are leaders in their disciplines who have achieved worldwide recognition for their research and dedicated teaching. The School includes six academic departments. Under the leadership of the Dean, the School pursues research that is timely, socially responsible and cutting edge, and works in partnership with industry, state, and federal agencies to promote the transfer of research to applications that benefit society. Current research thrusts include Communications and Information Technology, Energy and Sustainability, Human Health, and Advanced Manufacturing and Materials. The Graduate and Professional Studies' (GPS) serves current and prospective graduate students within The Samueli School of Engineering in a broad scope of support which includes recruitment and admission to graduation and conferral of degrees, this office provides many services, including general counseling and advice. It collaborates with various departments on
student-related issues, and the office serves as the final school-wide stop for approval of petitions, advancements to candidacy, degree conferrals and other academic processes.

Using skills as a seasoned, experienced student services professional, provides the full range of student services within an organization such as an academic department, school, or college. Independently advises students and resolves student services-related issues on the full range of academic issues inherent within the organization. Advises faculty and management on a variety of student issues. Works with the department's / school's / college's management to recommend changes to policies, practices, and procedures. Guidance on issues requiring in-depth knowledge of specialized programs is provided by offices specializing in those fields, e.g., the financial aid office, graduate division, or student learning center, OR by the chair / dean and faculty of the department / school / college. May administer funds for student programs. The Student Services Advisor (SSA) in the Samueli School of Engineering’s Graduate and Professional Studies (GPS) unit reports to the Director. This position uses skills as a seasoned, experienced student services professional to independently manage student services at the School level. The SSA is responsible for the School-level oversight and implementation of all academic, administrative and co-curricular aspects of program management, student affairs, recruitment and admissions, graduate student retention and development, and financial tracking related to Engineering graduate programs. The SSA advises students and resolves student services-related issues on the full range of academic issues. The SSA leads in the implementation of program policies and procedures, works collaboratively with Engineering department faculty and staff as well as School and campus staff. The SSA also recruits on behalf of all Engineering graduate programs and takes the lead in the coordination of marketing efforts, both in-person and online. The SSA is also responsible for a wide-range of tasks in support of the unit programs and School, which includes but is not limited to data collection and analysis, communication, travel and event scheduling, and coordination of meetings, fellowships coordination, amongst other functions.

**Key Responsibilities**

List key functions and the estimated percentage of time spent performing each of the responsibilities. Indicate which responsibilities are considered "Essential" to the successful performance of the job as defined by the EEOC: “Essential functions are the basic job duties that an employee must be able to perform. You should carefully examine each job to determine which functions or tasks are essential to performance.”

**Example:**

25% Essential Performs basic design, development, modification and debugging of software. Evaluates basic software for functional areas. Analyzes existing software or works to formulate logic for basic systems, prepares basic specifications and performs coding.

<table>
<thead>
<tr>
<th>%</th>
<th>Essential Function (Yes/No)</th>
<th>Key Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(To be completed by Supervisor)</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Yes</td>
<td>Applying professional student services concepts, provides the full range of student services to student population served by the organization</td>
</tr>
<tr>
<td>-----</td>
<td>-----</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Academic Advising:</strong> Advises faculty on departmental / school / college and university policies and procedures; reviews students' progress and serves as primary academic advisor for school-wide graduate programs <strong>that are not supported at the department level.</strong> Advises MS and PhD students and faculty on requirements for degree / program completion; identifies students with progression problems and recommends interventions; devises curriculum planning in collaboration with chair / dean and faculty, and with other departments. Coordinates degree modifications as needed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reviews/approves academic record changes, enrollment exceptions, part-time petitions, withdrawals, maximum units, academic holds and other related actions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Certifies all Graduate Division and/or campus forms such as advancement to candidacy, degree completion, filing fee, leave of absence, general petitions and other related actions on behalf of the Associate Dean for Graduate and Professional Studies.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Manages academic conditional status in conjunction with department Graduate Advisors and SSAs</td>
</tr>
<tr>
<td>30</td>
<td>Yes</td>
<td><strong>Recruitment and Admissions:</strong> Plans and implements recruitment and outreach programs with specifically targeted institutions; advises prospective applicants on necessary academic preparation; appropriateness of program as it pertains to the prospective applicant's goals; utilizing in-depth knowledge of the organization's admissions criteria, helps rank applicants for admissions; evaluates domestic and international transcripts for degree eligibility; initiates and arranges student recruitment visits.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leads the school’s marketing, recruitment admissions and online presence through travel scheduling and coordination, onsite visitation events, lead of on-line school presence – website social media and management and other forms of communication.</td>
</tr>
</tbody>
</table>
Develops and creates innovative and strategic marketing and recruitment initiatives with internal and external sources.

In collaboration with the GPS Administrative Manager, advises prospective students, including those interested in the Accelerated Status Program, on admission requirements and procedures.

Collaborates with department graduate staff and Graduate Division Admissions Team on exceptional admits or special circumstances and carries out admissions functions for school programs.

<table>
<thead>
<tr>
<th>Hours</th>
<th>Yes</th>
<th><strong>Financial Aid:</strong> Oversees the administration, evaluation, and awarding of student fellowships, grants, scholarships, and other awards; advises students on financial aid options of the organization and extra-mural fellowship opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Yes</td>
<td>Monitors and reports on doctoral funding commitments and projections on behalf of the School. Lead communicator for the School with campus units to determine funding sources and fellowships for doctoral students. Reports on graduate student funding, unit program, expenditures</td>
</tr>
<tr>
<td>10</td>
<td>Yes</td>
<td><strong>Student Conduct:</strong> Responsible for interpreting organization policies and advising students and faculty on student conduct, student grievances, disputes, and issues regarding discrimination.</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td><strong>Programming:</strong> Presents at Orientations at the school and department levels.</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td>Plans, designs, and provides workshops for students, such as information about the organization, or academic strategies and enrichment programs.</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td><strong>Alumni/Employer Relations:</strong> Develops and enhances an alumni recruitment network. Identifies and cultivates potential employers</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td>Carries out other duties and or projects as assigned in support of the unit and School.</td>
</tr>
</tbody>
</table>

**Compensation Range:** (To update total %, enter the amount of time in whole numbers (without the % symbol - e.g., 15, 20) then highlight the total sum (e.g., 1%) at the bottom of the column and press F9. The total sum should add up to 100%.)
$53,400 - $73,700

Department Website:
https://engineering.uci.edu/

Required:

Four years of professional experience working in a higher education and/or student-focused role
Bachelor's degree in related area and / or equivalent experience / training.
Working knowledge of advising and counseling skills and techniques Ability to track student progress, assist, guide and counsel students on obstacles impacting their education experience and goal Skill to advise students on matriculation process, and various degree milestones and facilitate academic conditional status. Knowledge of University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences. Strong verbal and written communication skills. Interpersonal skills. Multicultural competencies; Demonstrate flexibility, patience, and tact/diplomacy Skill and ability to work and interact with diverse populations. Ability in problem identification and reasoning; ability to develop original ideas to solve problems. Skills in judgment and decision-making, problem solving, identifying measures of system performance and the actions to improve performance. Skill and ability to utilize and maintain student Graduate Database to perform functions for enrollment tracking, matriculation, and retention data collection and analysis. Skill and ability to conduct informational presentations to students and various other stakeholders in the school. Ability to effectively schedule and coordinate travel plans. Skill and ability to schedule and coordinate school visit events Ability to travel locally and in overnight events. Ability to perform calculations and data conversion related to student GPAs Ability to read documents and discern information to help with admissions process. Ability to generate reports, analyze data and provide recommendations or execute independent actions/decisions. Ability to understand, follow, and maintain compliance with federal statutes related to student and applicant records (e.g., FERPA). Ability to work in an environment with frequent interruptions, distractions, and fluctuating workload. Ability to reconcile student fellowships and oversee campus and school fellowship competitions. Knowledge of database programs and understanding of social media, ability to effectively use MS Word, PowerPoint, Outlook and Excel. Must be able to work evenings and weekends for events and when necessary to meet deadlines and program needs.

Conditions of Employment
The University of California, Irvine (UCI) seeks to provide a safe and healthy environment for the entire UCI community. As part of this commitment, all applicants who accept an offer of employment must comply with the following conditions of employment:

- Background Check and Live Scan
- Legal Right to work in the United States
- Vaccination Policies
- Smoking and Tobacco Policy
Drug Free Environment

The following additional conditions may apply, some of which are dependent upon business unit or job specific requirements.

- California Child Abuse and Neglect Reporting Act
- E-Verify
- Pre-Placement Health Evaluation

Details of each policy may be reviewed by visiting the following page - https://hr.uci.edu/new-hire/conditions-of-employment.php

Closing Statement
The University of California, Irvine is an Equal Opportunity/Affirmative Action Employer advancing inclusive excellence. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected categories covered by the UC nondiscrimination policy.

We are committed to attracting and retaining a diverse workforce along with honoring unique experiences, perspectives, and identities. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable, and welcoming.

UCI provides reasonable accommodations for applicants with disabilities upon request. For more information, please contact Human Resources at (949) 824-0500 or eec@uci.edu.