Student Services Manager I – Academic Success Coach/Undergraduate Studies Advisor

University Advising Center
University of South Carolina – Columbia

Position Description
The University Advising Center’s Academic Success Coach/Undergraduate Studies Advisor provides individualized and comprehensive advising to support undergraduate students in progression towards degree, academic planning, and engagement on campus. Academic Success Coaches communicate regularly with students and campus partners, assist students in navigating campus resources, and have a working knowledge of all undergraduate college/major curricula. This position must maintain an average advising schedule of 30 hours per week, participate in on-going training, host various outreach events, and regularly assess the effectiveness of programs. Academic Success Coaches/Undergraduate Studies Advisors may also be assigned an advising caseload of up to 300 undergraduate students who are not meeting progression requirements for their degree and/or are dismissed from their major.

Duties
- Provide Academic Coaching and advisement to undergraduate students which includes extensive knowledge of curriculum, study strategies, academic/engagement planning, and university policies and procedures.
- Support at-risk students, undecided students, and students transitioning into their major of choice.
- Provide developmental advising and teach academic success strategies and provide developmental advising in areas such as time management, study skills, test anxiety.
- Learn curriculum and program requirements for all majors/minors/focus options at USC including academic regulations and university policies/procedures.
- Maintain systematic and frequent contact with undergraduate students and assigned advisees.
- Monitor, identify and support student with academic difficulties as it pertains to progress towards degree/major requirements.
- Keep accurate and confidential records of every student interaction including in-person, phone, and online visits.
- Utilize technologies including EAB Student Success Collaborative/Pathfinder, Self Service Carolina, DegreeWorks, etc.
- Manage undergraduate Studies Caseload data including, but not limited to, the tracking of: retention rates; major declaration rates, insights on major/colleges where students declare investigation of historical data related to Undergraduate Studies students at the University.

Minimum Qualifications
Master’s degree in Student Personnel Services or related field and 1 year related experience, or bachelor's degree and 3 years related experience.

Preferred Qualifications
Master’s degree in Student Personnel Services, Counseling, or related field and 3 years advising experience or Bachelor’s degree and 5 years advising experience.