Position Description
The Assistant Director (AD) of First-Year Advising is responsible for successful implementation, management, and assessment of first-year advising on USC-Columbia’s campus. The AD position serves as a central resource and point of contact for approximately 30 first-year and transfer advisors. In coordination with Advising leadership, the AD ensures all first-year advisors are trained, certified, and equipped to provide undergraduate students with the highest quality advisement possible. This position possesses up-to-date information on USC-Columbia’s 12 Colleges and Schools, works closely with Orientation, facilitates pathways towards degree completion in coordination with colleges, and recommends standardized advisement practices.

Duties
- Manages activities related to the First-Year Advising (FYA) program including partnering with all 11 colleges and schools to determine advisor/advisee caseloads, ratios, and student assignments.
- Visits advisors on-site during the academic year and evaluates proposed new sites for location of FY Advisors.
- In collaboration with academic departments, the Assistant Director supervises up to 30 First-Year/Undergraduate Advisors. Partners with colleges/schools to onboard, train, certify, and provide continuing feedback to advisors. Responsible for joint EPMS reviews with designated college.
- Assists in recruiting and interviewing of prospective academic advisors.
- Evaluates effectiveness and efficiency of advisement delivered by first-year/undergraduate advisors to students through administering of periodic surveys. Maintains data on college enrollments and student-advisor ratios. Produces administrative reports related to college enrollments and assignment of advisors.
- Regularly utilizes advising technology, including EAB software, to generate reports on student trends, risk-indicators, usage data, etc. Communicates and discusses findings with constituents.
- Serves as a Lead Advisor and advises students as needed. Cross-trained in multiple majors and disciplines and assumes a caseload as needed. Meets with prospective students and parents and provides general University information.

Minimum Qualifications
Master’s degree in Student Services or related field and 5 years experience in student services program
Preferred Qualifications
A Master’s degree and academic advising, assessment, and program management experience is preferred.

Knowledge/Skills/Abilities
The position requires strong critical thinking, memorization, attention to detail, and communication skills, as well as the ability to work independently while developing strong collaborative relationships. The individual must be able to exercise excellent professional judgment and discretion, making decisions on a regular basis that impact student welfare and the institution.

Apply
Interested applicants should apply for this position online through the USC Jobs online portal.