Student Services Manager II: Assistant Director for Transfer Advising & Retention Initiatives

University Advising Center
University of South Carolina – Columbia

Position Description
The Assistant Director of Transfer Advising in the University Advising Center researches, develops, implements, and assesses a comprehensive array of academic advising initiatives to serve transfer students at the University of South Carolina. Working in close collaboration with the advising and college leadership, the Assistant Director of Transfer Advising manages multiple levels of policy implementation and advisement procedure, regularly communicates with 11 Colleges/Schools and many campus offices, and assures the highest level of advisement service for perspective, new, and continuing transfer students. This position is responsible for leading academic intervention and outreach efforts tailored to transfer students through the First-Year Advisor network.

Duties
- Work closely with advising and college leadership to offer strategic advisement and support to transfer students.
- Liaise with USC system campuses, Midlands Technical College, and other feeder institutions. Partner with Undergraduate Admissions and the Office of the Registrar in transfer student outreach, communication, and coordination/utilization of the Transfer Equivalency System (TES).
- Collaborate with colleges and Registrar to advise students on evaluation of transfer credit and degree applicability. Review transfer evaluations, degree applicability, and equivalency to Carolina Core and major program requirements.
- Ensure 100% of all incoming transfer students have an optimized degree audit after their initial registration.
- Work with Colleges to understand transfer articulation process and practice; promote major map utilization. Coordinate efforts to encourage a deadline for major choice, major change, and communication of implications.
- Serve as LEAD Advisor cross-trained in multiple majors and disciplines with the ability to take on caseloads across multiple departments/colleges. Assumes advising caseloads during position vacancies or in times of expanded enrollment. Proficient in change of major advisement. Evening and weekend hours as needed.
- Monitor transfer students credit accumulation, progression towards degree, and lead FYA network on specific interventions and outreach to promote transfer progression and graduation. Utilize EAB predictive analytics to identify at-risk transfer students and offer advising and support.
- Monitor and report transfer student enrollment, registration, pre-orientation advising, and semester advising. Report transfer student major change migration patterns, work with institutional research (OIRRA) to gather and disseminate data on transfer student retention and credit accumulation.

Minimum Qualifications
Master’s degree in Student Services or related field and 4 years experience in student services program area.

Preferred Qualifications
A Master’s degree with prior experience in academic advising is preferred.
Knowledge/Skills/Abilities
Ability to organize, plan, and facilitate various advising services related to students’ academic success is critical. Must have excellent oral and written communication skills. Ability to prioritize requests, meet time-sensitive deadlines, and communicate clear and accurate information to University constituents. Some night and weekend work may be required. Ability to use a computer and keyboard for extensive periods. Ability to speak and listen effectively.

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