Student Services Program Coordinator II: First-Year Academic Advisor

University Advising Center
University of South Carolina – Columbia

Position Description
The First-Year Academic Advisor provides individual advising to approximately 300 assigned students (first-year students, transfer students, continuing caseload of students or a combination) to assist in transitioning to college, academic planning and progression, and engagement on campus. Advisors possess a working knowledge of college curriculums, university policy, and campus resources. Advisors communicate and meet regularly with students, their assigned College, and the University Advising Center. In addition, this position must maintain an average advising schedule of 30 hours per week, manage student caseloads, participate in on-going training and certification, host various outreach events, intervene with students, and regularly use available technologies to ensure accurate and effective advising.

Duties
- Advise approximately 300 assigned students (first-year students, transfer students, continuing caseload of students, or a combination) on progression requirements and selection of courses.
- Maintain systematic and frequent contact with advisees.
- Monitor, identify, and support students with academic difficulties as it pertains to progression and graduation requirements. Keep accurate and confidential electronic records of every student interaction including in-person, phone, and online visits.
- Utilize technologies including EAB Student Success Collaborative, Self-Service Carolina, scheduling software, Degree Works, etc.
- The First-Year Advisor will support the efforts of their assigned College/School such as participating in campus events, developing advising materials and presentations to support individual and group student sessions, and serving as a resource for faculty and staff.

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 or related field and 1 year advising experience