**University of South Carolina: Job Description**

<table>
<thead>
<tr>
<th>EMPLOYEE NAME:</th>
<th>EMPLOYEE ID:</th>
<th>Campus: Columbia</th>
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<table>
<thead>
<tr>
<th>Class Code:</th>
<th>Slot:</th>
<th>County: 40 Richland/Columbia</th>
<th>SOC CODE: 21-1012</th>
</tr>
</thead>
<tbody>
<tr>
<td>CB 70</td>
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**Supervisor Class/Class Code/Slot:**

**Approved Class Title:**
Student Services Program Coordinator II (First-Year Academic Advisor)

**FLSA:** Exempt

**Position Number:**

<table>
<thead>
<tr>
<th>State Funding:</th>
<th>Federal Funding:</th>
<th>Other Funding:</th>
<th>Full Time/Part Time: FT</th>
<th>Hours/Week: 37.5</th>
<th>Base # of Hours: 2080</th>
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<tr>
<td>100</td>
<td>0</td>
<td>0</td>
<td>FT</td>
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**Job Purpose:** 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.

<table>
<thead>
<tr>
<th>Order of Importance</th>
<th>Functionality</th>
<th>Job Duty</th>
<th>Frequency</th>
<th>Percent of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Academic Advising</td>
<td>Advise approximately 300 assigned students (first-year students, transfer students, or a combination) on progression requirements and selection of courses, provide information regarding institutional policies and procedures, and serve as a primary support resource for advisees. Review and interpret placement and other standardized test scores, transcripts, courses prerequisites, degree applicability of AP, IB, Dual Enrollment, and other transfer work. Perform degree audits, monitor student registration activities, and recommend strategies to assist with academic difficulty. Refer students to the appropriate staff such as counseling, financial aid, etc., and encourage student participation in beyond-the-classroom activities. Participate in orientation and hold advising hours in evenings as needed.</td>
<td>Daily</td>
<td>80</td>
</tr>
<tr>
<td>2</td>
<td>Student Monitoring &amp; Advising Technology</td>
<td>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. Assist students with resolution of registration issues. Utilize technologies including EAB Student Success Collaborative, Self-Service Carolina, scheduling software, Degree Works, etc.</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Training &amp; Development</td>
<td>Advisors participate in on-going training to ensure information accuracy and effective advising technique. Responsibilities</td>
<td>Weekly</td>
<td>5</td>
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</tbody>
</table>
include but are not limited to completion of online modules provided by the University Advising Center (UAC) and Registrar, participation in UAC trainings, and on-going review of assessment reports/student trend data. Advisors must stay abreast of changing institutional information including admissions requirements, new programs, course changes, deadlines, important dates, facilities, college-wide initiatives, and state/federal mandates.

4
Assigned College Operations
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.

Monthly 5

**Supervisory Responsibilities:** This position may supervise the work of undergraduate or graduate students.

**Minimum Qualifications:**
Master’s degree and 1 year related experience, or bachelor’s degree and 3 years related experience

**Preferred Qualifications:** Master’s degree and 1 year advising experience.

**Knowledge/Skills/Expertise:** The position requires knowledge of undergraduate advising practices and student service as well as experience with technology. Ability to possess thorough knowledge of University Policy and Procedures and functions. Excellent verbal, written and oral communication skills. Ability to possess high level of organizational and coordination skills. Ability to maintain flexibility and professional image while providing leadership under stressful conditions, deadlines, and constant changing schedules. Ability to exercise high level of confidentiality and independent initiative and judgement. Knowledge of modern office practices, procedures and equipment. Ability to establish and maintain effective working relationships.

**Mental Demands:**
Confidentiality
Customer Contact
Detailed Work
Language
Multiple Concurrent Tasks
Reading (documents or instruments)
Reasoning
Training
Verbal Communication
Written Communication
Analytical and Problem Solving

**Additional Mental Demands:**

**Physical Demands:**
Attendance
Sitting
Speaking
Writing

**Additional Physical Demands:**

**Please Select Any and All Equipment Needed to Perform the Duties:**
Computer and Peripheral Equipment
Copier
Telephone
Fax
Scanner

**List Any and All Additional Equipment Needed to Perform the Duties:**
Describe the guidelines and supervision an employee receives in order to do this job, including the employee’s independence and discretion: Under general supervision, this position reports to the University Advising Center Associate Director of First-Year Academic Advising. All advising duties, guidelines, and performance evaluations will be conducted in conjunction with the first-year advisor’s assigned college or school.

Supervisor’s Comments:

The University of South Carolina provides affirmative action and equal opportunity in education and employment for all qualified persons. USC does not discriminate on the basis of sexual orientation, national origin, age, disability or veteran status.