

Support Job Position Description

Section I: Position Information

Effective Date	2019-12-02	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Student Support and Advising Specialist		
Position Number	999577		
Classification Level	Range 1		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Department	Faculty of Science and Technology		
Reports To	Coordinator, Student Services (999917)		

Position Summary

Briefly describe the main purpose(s) of the position.

This position is responsible for providing information, advice and guidance to prospective and existing students enrolled programs and courses offered by the Faculty of Science and Technology. This position is the initial primary contact for prospective students and students enrolled in undergraduate programs within the Faculty of Science and Technology. The incumbent will work with all areas of the University, tutors and academics to ensure that student success is achieved. The position requires an understanding of course regulations and policies at Athabasca University. This position involves working in a team-oriented setting, and requires coordination and sharing of information using our Student Relationship Management System

Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

60% Student Support

- Provide general information about undergraduate and prospective graduate degree programs within the Faculty of Science and Technology.
- Assist active and prospective students with interpretation of AU regulations, policies, and requirements.
- Refer students/prospective students appropriately to academics, advisors in other programs and/or other university departments.
- Refer students for career, educational or personal counseling where deemed appropriate.
- Provide accurate information and appropriate referrals for financial assistance requests.
- Assist unclassified students with course selection for transfer to other institutions.
- Advise students on transfer credit and PLAR possibilities.
- Refer students/prospective students appropriately to academics, advisors in other programs or other university departments.
- Refer students/prospective students to course-specific FAQ's, course websites, and other online resources.

30% Student Relationship Management

- Log and track student inquiries telephone, chat, e-mail or web requests and responses.
- Assist with maintenance and development of information databases (Knowledge Articles) for course information.
- Document student complaints.
- Follow-up on student complaints and concerns with input from the Coordinator, Student Services.
- Add and maintain Course specific Knowledge articles
- Contacting students who have not started their course
- Other duties as assigned

10% Team Member

Given the diversity of programs and courses within the Faculty, it is essential to work within a team-spirited environment. The student support and advising specialist will ensure that all internal and external aspects of service standards of the university are met. The contributions to teamwork are critical and are aligned with the performance expectations within the Faculty.

Occupational Health and Safety

Employees:

Responsible to participate in the AU OHS Program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification Factors

Context and Complexity

Policies and Procedures

- Must be familiar with the mission statement and vision of the University.
- Policies related to students, workplace processes and other issues must be understood and applied.
- Must be knowledgeable with dealing with confidential and sensitive issues.
- The position requires a thorough knowledge of divisions and departments of the university and appropriate referrals to these areas as needed.

Courses and Programs

- Must have excellence knowledge of undergraduate programs and courses within the Faculty of Science and Technology.
- Must remain current in program and course revisions, developments and reviews.
- Must have knowledge on accessing information on courses and programs on systems, such as Banner, Grades, SRM and any other systems as required.
- Must be able to obtain, assess, review and verify all information related to a student's record or program of study.
- Must maintain a high degree of accuracy in gathering and recording student information.
- Must be able to independently priorities work assignments, especially during peak periods.
- Must have excellent communication, time management and interpersonal skills, as well as the ability to deal with difficult situations.
- Must demonstrate diplomacy and tact in all interactions, especially with students, faculty, and staff.
- Must be able to make at times quick and responsible decisions.

Must contribute to development of web repositories, such as forms and policies, course knowledge-based articles and template etc.

Work Problems

- Must be able to interpret each situation as unique cases.
- Must diffuse situations that come across at times as stressful and difficult.
- Must demonstrate flexibility with frequent interruptions in a fast-paced environment.
- Must have good problem-solving skills, and knowledge when to act independently or seek assistance from other staff.
- Must be able to handle multiple high-volume interactions, including but not limited to, telephone and email requests.
- Must demonstrate accuracy and currency in maintaining student records.
- At times, technologies and processes may change, and as a result, must be prepared to adapt and learn new systems with minimal or limited training these.
- Must demonstrate accuracy when providing advice to students as incorrect information may seriously affect the student's success in a program or course.
- Excellent communication is essential to ensure university's service standards.

Authority

- Must exercise independent judgment under minimal supervision.
- Must be able to judge prospective and continuing student needs.
- Ability to resolve student problems in a professional manner or to refer students to appropriate areas, such as counselling services.
- Responsible for information relayed to students, staff, external agencies are accurate and contained within university policy and FOIPP guidelines.
- Where appropriate, sign off on documents and records as assigned by the Faculty office.

Contracts and Communications

- Contact with students, tutors, faculty, and external agencies by telephone, email or face-to-face is continual.
- May have contact with confidential material that requires handling under FOIPP guidelines and policies.
- Excellent listening skills to interpret the nature of contact are required.
- The ability to release confidential information according to FOIPP guidelines is necessary.

Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Undergraduate degree and two years experience in advising or a student services role. Equivalent education and experience may be considered.
- The ability to work as part of a team to facilitate the student's learning process.
- The ability to work independently and to be self-motivated and focused on the job-at-hand.
- Extensive knowledge of Athabasca University policies and procedures.
- Excellent interpersonal, communication, organizational and time management skills.
- Working knowledge of Microsoft Office, Banner, Grades, and Student Relationship Management systems would be an asset.

Signatures for Sections I and II

Department Head Signature		Date Select a date.
Executive Officer Signature		Date Select a date.



Athabasca University

HUMAN RESOURCES

Human Resources Review		Date Select a date.
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