

Support Job Position Description

Section I: Position information

Effective date	2025-11-01	☐ Update only	☐ Classification review
Position title	Student Service Advisor – Level I		
Position number	999668, 999660		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual - Alberta		
Department	Student Service Centre		
Reports to	Student Service Team Lead		

Position summary

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

The Student Service Advisor – Level I (“SSA-I”) is engaged in the delivery of responsive and integrated services that support academic success and progression with learning goals. A thorough understanding of AU policies, procedures and systems are leveraged to address diverse student queries with a focus on student empowerment and inclusion.

This SSA-I role involves addressing complex challenges in admissions, registration, tuition, and financial aid across diverse student groups and prioritizing first call resolution. The SSA-1 will develop comprehensive knowledge of university systems and services with the ability to support concierge referrals and case management processes when consultation with partnering service units is required. The SSA-I will contribute to ongoing service system development, provide comprehensive support through omnichannel services, master organizational systems, actively engage with students, offer guidance, and significantly contribute to enhancing the overall student experience.

Working as part of the Student Service Centre

Reporting to a Student Service Team Lead (Coaching, Support, or Care), the Student Service Advisor will ensure that they meet Athabasca University’s goals by providing services aligned with the Service Philosophy Principles:

- Put Students at the centre of service
- Engage a responsive frontline service team
- Emphasize quality and efficiency
- Be welcoming and inclusive
- Build community and belonging

SSA-I’s provide supports to current students, prospective students, applicants, alumni, and staff by providing outstanding service and detailed information and support regarding Athabasca University policies and procedures with respect to AU’s three student service pathways: Student Coaching, Student Support and Student Care.

- Student Coaching will include support to students in the areas of recruitment, onboarding, readiness, orientation, mentorship, program and non-programs student advice and career and partnership services.
- Student Support will include support and services to students in admissions, registration, tuition and student fees, financial aid and scholarship information, student records and transcripts, appeals, exams, and convocation.
- Student Care will provide Students with support and services that involve counselling, career and study skills, accessibility services, mental health, and wellness, as well as guide students at risk.

SSA-I's will also be knowledgeable about what services offered by other departments and faculties across the university so that they are able to advise appropriately on expected processes and make effective referrals. Services are provided to all student segments, including prospective, program, visiting, and alumni with an understanding of the commonalities and distinctions between undergraduate and graduate studies.

SSA-I's may be required to work varying shifts which may include daytime, evenings and weekends in order to serve students anytime and anywhere.

"Through the lens of innovative service, we are invested in building community, creating an environment of encouragement and engagement where students and team members can "see themselves here".

We are committed to transforming lives, guiding Students through a service pathway to advance learning goals while removing barriers to success. Our shared purpose is to take a student-centric approach to the delivery of accurate, responsive, and personalized support."

Duties and responsibilities

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

- Develop and implement advanced problem-solving techniques, leveraging in-depth knowledge of policies, procedures, and systems to address complex issues faced by students and the public related to admissions, registration, examinations, tuition and student fees, financial aid and scholarships, student records and transcripts, and convocation.
- Foster a student-centric approach by consistently delivering exceptional service, promoting student satisfaction and organizational success.
- Provide enhanced support to students through omnichannel technologies and navigating AU systems including web portal, LMS, degreeworks, etc.
- Provide expert guidance on a broad range of topics, including financial aid and support, student awards, and program information. Address specialized queries and assist in navigating complex processes.
- Contribute to the development and revision of policies, procedures, and programs that impact various categories of students, including graduate, undergraduate, Indigenous, continuing education, international, mature, and non-traditional students.
- Deepen expertise in the organization's systems, policies, and procedures, using this knowledge to handle intricate and unique challenges effectively. Support training of new staff members including job shadowing.

- Proactively engage with students and the public, offering advice and recommendations beyond their initial inquiries. Identify and meet unspoken needs, connecting them with additional resources and services.
- Use advanced knowledge of the organization's program information and systems to provide students with detailed insights into individual programs, courses, and records.
- Collaborate with faculty program advisors to provide students with information about various delivery methods, academic programs, and courses. Help students make informed decisions about their educational paths.
- Guide students in navigating a wide range of AU websites and support resources, such as the Write Site, Math Site, and Transfer Credit Database. Provide expert advice to help students make informed choices.
- Troubleshoot and assist with technical issues such as password resets, etext, website access, etc. Refer to appropriate technical support.
- Ensure that students are connected to the most appropriate resources and services, further enhancing their educational experience, and addressing specialized needs as they arise.
- Develop expertise in defuse challenging situations involving students, and work towards resolutions that promote a positive student experience. Escalating student concerns as appropriate.
- Assist students to overcome learning barriers, define long-term goals, and, when necessary, referring them for counseling support. Guide students to readiness and orientation resources.
- Assist with webinars and related recruitment and retention activities.
- Assist with the maintenance and development of knowledge and information databases.
- Support project goals and outcomes, contributing to service implementation and evaluation as needed.
- Engage in training opportunities through designated learning pathways, ensuring a well-rounded skill set and the ability to adapt to diverse tasks within the Student Service Centre.

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

- Excellent knowledge of AU policies, procedures, courses, and programs.
- Expertise in AU systems including GRADES, Banner, LMS, Degree Works, CRM, and Amazon Connect.

- Capable of troubleshooting technical issues, guiding students through solutions, and ensuring appropriate referrals.
- Accurate identification of technical and academic content issues for prompt resolution or referral to experts.
- Effective and expeditious response to student requests with tact and diplomacy.
- Demonstrates a high level of accuracy, working efficiently in a fast-paced environment with changing conditions and high service demand.
- Strong communication, time management, and interpersonal skills, including dealing with difficult individuals.
- Maintains confidentiality and sensitivity, particularly regarding controversial issues.
- Upholds and promotes a positive university image.
- Makes quick, responsible decisions in response to routine and unusual requests.

Work problems

- Each student contact presents a unique situation requiring diagnostic, interpretive, evaluative, and productive thinking.
- Knowledge of Undergraduate and Graduate programs for handling diverse program-related challenges.
- Works effectively under pressure, managing large volumes of queries and interacting with various individuals, including difficult ones.
- Responds to atypical questions promptly, requiring quick analysis and interpretation of regulations, policies, and procedures.
- Appropriately refers academic and technical questions.
- Performs work with a high degree of accuracy.
- Resolves or refers student inquiries and difficulties as appropriate.
- Organizes daily tasks for efficient and timely processing of work.
- Maintains detailed notes on student files for seamless transfer between Student Advisor shifts.
- Demonstrates excellent customer service skills.
- Advisors are expected to stay current with changing technologies and undergo continuous training.

Authority

- Demonstrates good judgment and decision-making skills in interpreting information and communicating with current and prospective students.
- Works effectively with minimal supervision.
- Recognizes that errors can significantly impact a student's academic career, causing unnecessary expense, time wastage, lack of prerequisites, inaccurate information, legal issues, and graduation delays.
- Acknowledges that poor communication can have a major impact on the university's service standards.
- Takes initiative in resolving student problems.
- Determines when a student should be referred for further counseling, exercising good judgment and decision-making in interpretation and communication with students and prospects.

Contacts and communications

- Engages in extensive daily contact with students, prospective students, and the public.
- Collaborates with academic, professional, support, and contract staff across various departments of AU.
- Has access to highly confidential material and strictly adheres to guidelines and procedures established by AU in accordance with FOIPP.

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.

- A post-secondary diploma or degree in a related field (e.g., Adult Education, Management, Administration, Education, Leadership, Communications).
- A minimum of three years of proven, direct experience working in a university student service provision environment is required. Equivalent combinations of related education and experience may be considered.
- Demonstrated ability to develop and maintain positive, professional, collaborative working relationships with both internal / external stakeholders.
- Ability to work independently and to build and maintain professional working relationships as a collaborative team member and positive representative of the Student Service Centre and AU.
- Ability to interact knowledgeably, comfortably, positively, and respectfully with diverse individuals with a broad range of credentials, abilities, and literacy levels.
- Excellent verbal, written and interpersonal communication skills with superior attention to detail and superior level of accuracy. The ability to communicate complex ideas effectively is essential.
- Excellent time management skills with the proven ability to manage and prioritize multiple tasks and competing deadlines in a very demanding, fast-past environment while maintaining superior accuracy.
- Strong analytical and organizational skills, including problem assessment and escalation.
- Computer proficiency in related data processing, electronic records, databases, communication, and online learning management systems; intermediate or higher skills with Microsoft Suite, Microsoft Dynamics CRM, Contact Centre solutions and learning management system preferred. Strong Ellucian Banner Administrative skills preferred.

Preferred Qualifications

- Working knowledge of AU's policies, processes, faculties, administrative units, and services including: the Discrimination, Harassment, and Duty to Accommodate Policy, the Code of Student Behaviour, Helping Individuals at Risk, and FOIP.
- Completion of AU programs or courses. Engaged in lifelong learning, demonstrated through participation in professional development, certifications and microlearning.
- Compliance, alignment, and support of the AU's (current and emerging) mandate, strategic initiatives, and operational plans and programs that are dedicated to achieving a more diverse, equitable, accessible, and inclusive environment for all who work, learn, and live within our community required.
- Demonstrated behavioral competencies, including Communication; Customer Service Excellence; Problem-Solving; Equity, Diversity & Inclusion; Indigenous Cultural Awareness; Teamwork; Technical and Digital Engagement and other competences as adapted from the CAUCUSS/ASEUCC Student Affairs and Service Competency Model.
https://www.CACUSS/ASEUCC.ca/Student_Affairs_and_Services_Competency_Model.html
- Ability to triage and appropriately refer Students who are in distress. Ability to apply and adhere to strict confidentiality guidelines, FOIP, records management protocols, and all University regulations.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.