

Support Job Position Description

Section I: Position information

Effective date	2026-05-01	☐ Update only	☐ Classification review
Position title	Undergraduate Academic Program Advisor		
Position number	999532, 999574, 999673		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual		
Department	Faculty of Science and Technology		
Reports to	APO, Academic Advising & Support		

Position summary

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

The Undergraduate (UG) Academic Program Advisor provides comprehensive academic advising support to current and prospective students within the Faculty of Science and Technology. This position is responsible for delivering accurate, timely, and student-centered guidance on program requirements, course selection, progression, and university policies.

The Advisor supports student success, retention, and progression by proactively identifying student needs, resolving complex academic issues, and collaborating with internal stakeholders. The role operates within established policies and systems while exercising independent judgement in advising decisions and student case management.

Duties and responsibilities

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

Academic Advising and Student Support (75%)

- Provides individualized academic advising to current and prospective undergraduate students via phone, email, on-line meetings, student relationship management (SRM) and other virtual platforms.
- Interprets and communicates program regulations and requirements, degree requirements, pathways, transfer credit, PLAR opportunities and institutional policies and procedures.
- Assists students with course selection, program planning, and progression strategies that are aligned with the student's academic goals.
- Supports students through proactive outreach and follow-up to promote retention and academic success.
- Maintains accurate and up-to-date information and resources in databases, SharePoint and other student related systems.

- Ensures timely resolution of student inquiries and issues in alignment with service standards.
- Maintains and updates student records and all documentation of advising interactions, ensuring accuracy and data integrity across systems (e.g., SRM, student information systems).

Case Management and Issue Resolution (20%)

- Investigates and resolves complex student issues such as registration, program requirements, course completion, and academic standing.
- Applies policies, procedures, and precedent to make recommendations and decisions within scope of authority.
- Escalates complex or sensitive cases as appropriate.
- Processes program-related requests such as program changes and exceptions in accordance with policy.
- Ensures appropriate prioritization and routing of incoming requests.
- Monitors individual student progression, identifies barriers for success and follow-up on unresolved issues.

Other (5%)

- Collaborates with Academic Program Advisors, Coordinators, faculty, and other university units to support student success.
- Contributes to the development and continuous improvement of advising practices, processes, and resources.
- Participates in student and prospective student outreach initiatives, including orientation, information sessions, and engagement activities.
- Contributes to student communication strategies aimed at improving student awareness and engagement.
- Participates in team meetings, training, and cross-functional initiatives.
- Advocates for the student perspective and provide advice on academic decisions.
- Supports onboarding and knowledge sharing for new team members.
- Collaborates and provides feedback to Program Officers and Program Directors on program related matters and initiatives to benefit students.
- Shares and presents program related insight to academic departments and leadership.
- Other duties as assigned.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

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

Classification factors

Context and complexity

- Thorough knowledge of academic advising principles, and post-secondary policies and procedures.
- High level of discretion, judgment, and professionalism in handling sensitive student information.
- 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 excellent knowledge of programs and courses in the Faculty of Science and Technology.
- Reviews and provides feedback on program and course proposals while maintaining up-to-day knowledge of all program and course revisions.
- Demonstrates diplomacy and tact in all interactions, especially with students, faculty, and staff.

Work problems

- Strong analytical and problem-solving skills with the ability to assess complex situations and determine appropriate solutions.
- Ability to manage competing priorities and high-volume workloads in a fast-paced environment.
- High level of accuracy and attention to detail in data entry and records management.
- Proficiency with student information systems and Microsoft 365 applications.
- Errors in advising, record management, or policy interpretation may result in incorrect academic decisions by students, delays in program progression or graduation, increased administrative workload and reputational risk to the faculty.

Authority

- Ability to work independently with minimal supervision while contributing to a collaborative team environment.
- Exercises independent judgement in advising students and resolving routine to moderately complex issues.
- Refers complex, high-risk, or precedent-setting issues to leadership as appropriate.
- Determines appropriate course of action within established university policies and procedures.
- Responsible for the accuracy of information provided to students; errors may impact student progression and institutional credibility.

Contacts and communications

- Articulate key messages effectively and professionally with students, faculty, academics, external stakeholders and other units within the university.

- Strong communication and interpersonal skills, with the ability to engage effectively with diverse student populations and stakeholders.
- Contact with students, academic staff and external agencies by telephone, email, video, or face-to-face.
- Must be in compliance with AITT guidelines and AU policies when handling and releasing confidential material.
- Excellent listening skills to effectively interpret and respond to inquiries.

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 or equivalency and two years experience in a post-secondary setting, preferably in advising or student service. Equivalent education and experience or a combination of these would 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, Learning Management Systems, Degreeworks, Student Relationship Management system, and Banner.

Signatures for sections I and II

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