Job posting preview

An Academic Success Specialist works with and through others, building and maintaining relationships, while working closely and accurately within established guidelines. The position requires a “how can I help you?” perspective when advising undergraduate students with a focus on retention and student success. Communication is key for a student's academic progress as well as having the organization and technical skills to track and monitor progress. It’s a part of a team that jumps in and is willing to help out when and where it is necessary; this includes the opportunity to teach freshmen student success course and attend Camp Carey.

This Academic Success Specialist is dedicated to working with ASU Online students pursuing online business degrees.

Responsibilities include, but are not limited to:

- Advising online students, responding to their questions and concerns and working with them to ensure ongoing satisfaction with program and successful progress to degree completion. This includes current, prospective (high school and transfer), and transition (incoming or outgoing) students.
- Providing 1:1 as well as group academic advising, recruitment and retention, and academic success support functions to students to ensure ongoing successful progress to completion of degree program.
- Assisting online students with resolving academic issues; making appropriate and timely referrals for non-academic issues and/or concerns to applicable services including, but not limited to: Student Health, Counseling & Consultation, and Career Services.
- Working closely with online students to identify all academic options including, but not limited to: degrees, extracurricular activities, study abroad program(s), research, and internships; supporting and providing counsel to students in selection of options best suited to students’ goals, interests and skills.
- Informing online students about and interpreting University, college and program level academic policies and procedures.
- Utilizing online tools such as Peoplesoft, ASU Dashboards, Degree Audit Reporting System and eAdvisor to monitor and assist students with timely academic progress, exploration of various academic options, and course selection and registration.
- Acting as college/department liaison to current and prospective students, faculty, staff, and external groups on issues related to academic success.
- Participating in recruitment/admissions, retention, career development, and student...
engagement activities, including teaching a student success course
• Collaborating with academic units and student services departments throughout the University to facilitate comprehensive student support
• Preparing reports and advising materials
• Developing and presenting workshops for students, parents, high school/community college advisors about W. P. Carey programs, policy, and procedures
• Participating in workshops, webinars, and presentations related to advising and skill development

Days and Schedule: Monday - Friday from 8:00 am - 5:00 pm with extended hours including evenings and weekends as needed.

Minimum Qualifications
Bachelor’s degree AND two (2) years previous experience in one or more of the following: advising, student recruitment/retention or related student services utilizing a proactive and innovative approach which results in demonstrated outcomes in retention, graduation, and academic planning; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications
• Evidence of a Master’s degree preferred.
• Experience working with online students in an academic environment; in college-level advising;
• Experience establishing and maintaining effective working relationships with peers, faculty, students, administration and others; Experience maintaining electronic files and documentation;
• Experience with work that requires attention to detail and multi-step processes;
• Experience using Microsoft Office applications and other technologies to advise online students; PeopleSoft and DARS.
• Evidence of effective verbal and written communication skills; strong customer service skills; team work; problem solving skills; critical thinking; time management skills; and having to rapidly adapt and effectively utilize new technology, practices and policies. Demonstrated knowledge of: student recruitment and admissions; retention programs; business education; ASU academic structure and organization.

Working Environment
• Ability to perform problem-solving and data analysis in order to assess students’ individual needs and curriculum challenges to provide options and accurate, detailed information regarding graduation plans
• Ability to rapidly learn, adapt and effectively utilize new technology, practices, policies and methods
• Ability to work effectively in an environment subject to quickly changing priorities
• Cognitive ability to communicate effectively, both in writing and verbally, to develop advisement materials in various formats (electronic, hard-copy, etc), and to coordinate and present information to current and prospective students
• Cognitive ability to provide complex evaluations/assessments of students/programs, including interpretation of policies, procedures, and requirements of various degree/certification programs within the school
• Travel - While based on the Tempe campus, individual must be willing and able to travel to multiple campus locations in the Phoenix metropolitan area.
• Utilize computer, phone, and various office equipment (fax, copier, etc)
• Utilize various forms of technology to communicate with students (including social media)
• Work extended hours, including evening and/or weekends, as needed
• Work with students in a higher education/university level, both one-on-one and in group/class settings, in-person and via phone and e-mail

Department Statement
The W. P. Carey School of Business at Arizona State University is one of the largest business schools in the United States with more than 13,000 students. Solutions for the planet mean developing problem-solvers from around the globe. From our world-renowned faculty representing six continents to thousands of outstanding students who join us every year from around the world, the W. P. Carey School welcomes diversity and encourages global thinking. The W. P. Carey School is internationally recognized for its leadership in business education, groundbreaking research and innovation, and renowned faculty making us one of the top-ranked business schools in the country. Learn more at http://wpcarey.asu.edu.
### ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation’s fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree).

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

### Employment Verification Statement

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

### Background Check Statement

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

### Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Cover letter, resume, and three professional references required. Resumes should include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position should be listed individually for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications stated in this requisition. Candidates who do not follow the instructions to apply may be disqualified.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.