Job posting preview

Requisition ID 37433BR
ASU Job Title Academic Success Specialist
Job Title Academic Success Specialist
Campus/Location Campus: Tempe
Job Family Advising & Admissions
Department Name WPC UPO Academic Services
Full-Time/Part-Time Full-Time
VP Code EXEC VP/PROVOST
Scope of Search Open
Grant Funded Position

This is not a grant funded position and is not contingent on future grant funding.

Category 02
Salary Range $34,560 - $42,000 per year; DOE
Close Date 12-December-2017

Job Description

The W. P. Carey School of Business Undergraduate Programs Office is currently seeking a service-oriented individual to fill an Academic Success Specialist position at the Tempe campus. 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. The Academic Success Specialist is 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.

Essential Duties

- 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

**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 in an academic environment; college-level advising; collaborating with undergraduate students and university faculty and staff
- Demonstrated knowledge of: student recruitment and admissions; retention programs; business education
- Experience in using technology for communication, researching information, and tracking (i.e., Microsoft Office, Student Information Systems)
- Evidence of strong organization skills; attention to detail; problem solving abilities; working as a team and effective verbal and written communication skills

**Working Environment**

- Use 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 as they pertain to honors students
- Use 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
- Must be able to:
  - 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
  - Travel
  - Utilize computer, phone, and various office equipment (fax, copier, etc)
  - Utilize various forms of technology to communicate with students (including social media)
  - Work long hours, including evening and/or weekends, as needed

**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](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.

Please 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.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

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

Only electronic applications are accepted for this position.