
Job Title	Academic Advisor, WELCOME Program
PVN ID	CC-2503-006775
Category	Instruction and Social Service
Location	The CITY COLLEGE of NEW YORK
Department	CIPASS: WELCOME
Status	Full Time
Annual Salary	\$60,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Jun 04, 2025 (Or Until Filled)

General Description

CCNY is hiring an Academic Advisor to support the recruitment and advising of undeclared (Pathfinder) students in the Welcoming Experiences and Learning Communities to Maximize Early Success (WELCOME) research study. WELCOME studies ways to restructure and expand existing programs for first-year students at CCNY, and is being piloted in coursework and structures within the Colin Powell School for Civic and Global Leadership, CCNY's largest academic division and home to the social sciences. WELCOME combines cohort-based learning with enhanced advising to engage over 2,600 students over four years in an experimental study that includes treatment and control groups.

The Academic Advisor will report primarily to the Director of the Student Academic Success Hub with a dotted line to the WELCOME Program Manager. This role involves close collaboration with the Colin Powell School Academic Advising team and the WELCOME Program implementation team. The advisor will be responsible for recruiting undeclared students for the WELCOME study, supporting student onboarding, and advising students through their WELCOME cohort experience.

The ideal candidate will possess a student-centered mindset, strong written and verbal communication skills, the ability to collaborate with multiple teams, and a proactive approach to problem-solving. Creativity and flexibility in supporting students and stakeholders are essential for success in this role.

Responsibilities:

Recruitment & Onboarding:

- Develop and implement strategies to recruit first-year undeclared (Pathfinder) students for the WELCOME study
- Manage the WELCOME onboarding process for incoming Pathfinder students, ensuring they complete necessary steps such as randomization, consent forms, and course enrollment
- Act as the primary point of contact for prospective and incoming Pathfinder WELCOME students, providing information and guidance throughout the program enrollment process

Academic Advising:

- Provide academic advising for Pathfinder students in the WELCOME program, including guidance on course selection, academic progress, and student success
- Monitor students' academic performance and offer proactive support to address challenges
- Collaborate with WELCOME faculty and staff to ensure students receive appropriate accommodations and support

Student Engagement & Retention:

- Cultivate a strong sense of community among WELCOME students, creating opportunities for connection and engagement
- Support students in setting and achieving academic and personal goals throughout the program
- Identify and address barriers to student success, referring students to additional resources as necessary

Other Duties

General Advising Responsibilities:

- Provide advisement to incoming first year, transfer, and sophomore populations, regarding their academic plan, course selection, and academic standards
- Support first-year and sophomore retention efforts through individual advisement, identifying areas of interest, major selection, and degree maps
- Create and implement targeted communication to support the advisement of specific programs and/or student populations, such as maintaining social media accounts
- Utilize advising technologies such as DegreeWorks, CUNYfirst, Schedule Builder, Navigate, and other emerging software to provide academic advisement, and to monitor students' academic progress toward degree completion
- Collaborate with faculty, staff, and campus support services to address the academic needs of City College students
- Assist with facilitation of seminars and/or workshops to improve student engagement, satisfaction, major exploration, career exploration, and academic preparedness
- Assist in preparing enrollment, retention, and assessment reports for specific programs and/or student populations. Assist in administering student satisfaction surveys, learning outcomes, and other assessment instruments
- Answer questions by email, phone, or virtually, from students, faculty, or administrators regarding degree requirements, academic regulations, and various other
- Perform clerical and administrative duties
- Participate in staff development programs, such as conferences, workshops, staff meetings, and College Wide Advising Council meetings and trainings
- Occasionally work evening and/or weekend hours
- Other duties as requested

Qualifications

Required Qualifications:

- Bachelor's Degree
- 2 years of relevant experience

Preferred Qualifications:

- Experience working in a higher education setting
- Advanced proficiency in Microsoft Office Suite programs (Word, Excel, PowerPoint, Outlook, etc.)
- Strong interpersonal/human relations skills
- Excellent written and public speaking skills
- Ability to maintain confidentiality
- Ability to work a flexible schedule, including some evenings and weekends