

Job Title	KCC FLEX ACADEMIC SUCCESS ADVISOR JOB DESCRIPTION
PVN ID	KB-1909-003295
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	Office of the Vice President for Academic Affairs
Status	Full Time
Annual Salary	\$55,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Dec 12, 2019 (Or Until Filled)

General Description

The Academic Success Advisor is responsible for ensuring that KCC Flex students receive persistent, proactive, and individualized advising, mentoring, academic coaching and support throughout their enrollment at KCC.

Academic Success Advising involves a series of cumulative and overlapping processes: proactive communication, meaningful dialogue, problem solving, strategic planning, follow-up, and continual real-time revision of a student's plans and goals. Specific responsibilities include:

- Initiate and maintain proactive individualized coaching, mentoring, and encouragement to assigned students to keep them engaged in successfully advancing their education.
- Use intentional advising practices to foster student development and to aid students in the creation of educational plans, setting goals, and identifying the next steps necessary to navigate College processes.
- Monitor and track student progress toward completion of their goals (certificate, degree or transfer) on a real time basis.
- Proactively anticipate and detect ways in which specific support services can be utilized to assist assigned students in successfully advancing their education;
- identify appropriate interventions and promptly connect assigned students to relevant academic and community resources (e.g., tutors, academic advisors, financial advisors, professional counselors, social service agencies, employment resources, etc.) as necessary to assure academic persistence and success;
- Monitor and track efficacy of coaching activities and campus and community support resources in achieving individual student success and persistence, retention, and completion rates of assigned students.
- Some evening hours expected

Other Duties

Qualifications

QUALIFICATIONS

- Bachelor's degree from an accredited institution and 4 years related experience (in admissions, advising or academic coaching) in higher education
- Outstanding verbal, written and interpersonal communication skills, including the ability to interact effectively in asynchronous and synchronous online
- Mission-centric and student service ethic: dedicated to student development and success, establishes and maintains effective relationships with students and earns their trust and respect, exceptional counseling, coaching and mentoring skills
- Demonstrated understanding of the needs and challenges facing adult, non-traditional and stop out students from diverse backgrounds
- Strong organization, project management, communication, and facilitation skills
- Ability to work with cross-departmental functions in a collaborative manner to resolve student challenges
- Facility with communication and tracking technologies (particularly CRMs, Microsoft Office Suite, Starfish) and aptitude to learn new systems as needed
- The ability to work evening or weekend hours to support nontraditional learner
- At least 1 year experience working in higher education

PREFERRED QUALIFICATIONS:

- Master's degree in a relevant field
- Experience working with non-traditional student and adult learners
- Facility with learning management systems and online learning