

University of Colorado Colorado Springs
Academic Advising, Main Hall 208
Graduate Advising Assistant Position Description

Nature of Work

The mission of Academic Advising at UCCS is to provide an ongoing point of contact for every undergraduate student while they transition into college life, develop academic plans and life goals, and progress toward those goals by completing a Bachelor's degree. Academic Advising is a part of the Student Affairs Division, which provides support for students to achieve their goals and be successful at UCCS. The Graduate Advising Assistant is a part time position requiring 15-25 hours per week. The Graduate Advising Assistant team is responsible for working with undergraduate students on a drop-in basis Monday - Friday 8:00 am - 5:00 pm. Work may be completed remotely, but some on-campus presence may be required. The Graduate Advising Assistant will build familiarity on a wide range of academic policies, procedures, UCCS requirements, and related university content to assist students of all majors. In addition, the Graduate Advising Assistant will assist Academic Advisors with student appointments, prepare Orientation materials and participate in departmental outreach including Group Advising.

Learning Outcomes

This position will directly allow the Graduate Advising Assistant to gain experience in the following ACPA/NASPA Student Affairs professional competencies:

- Advising and Supporting
- Leadership
- Organizational and Human Resources
- Student Development and Learning

Supervision

This position reports to the Assistant Director of Academic Advisor and receives additional day-to-day supervision from the Director of Academic Advising and Front Desk Administrative Assistant. The appointing authority is the Assistant Director of Academic Advising.

Examples of Work Performed

Advisement: The Graduate Advising Assistants are responsible for providing academic advisement services by:

- Offering drop-in advising for undergraduate students in person, by phone, via email and through chat functions during regular business hours
- Providing supplemental registration, course selection and academic planning assistance to students who have met with their Academic Advisor
- Staffing Academic Advising rooms during New Student Orientation
- Making appropriate referrals to campus services and resources
- Maintaining appropriate levels of confidentiality

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Academic Advising Operations: The Graduate Advising Assistants are responsible for supporting day-to-day functions in Academic Advising by:

- Responding to departmental email in a timely, thorough, and efficient manner
- Assisting front desk with student check-in, appointment scheduling and phone calls
- Processing course overload requests
- Assisting Academic Advisors with preparation of Orientation materials, graduation checks

Academic Policies and Procedures: The Graduate Advising Assistants will support undergraduate students as they learn academic policies and procedures by:

- Utilizing Advising Guides, the Undergraduate Catalog, Degree Audit and Departmental websites to obtain accurate and thorough information
- Understanding the scope of college, major and minor requirements
- Interpreting university deadlines, course prerequisite and college admission standards
- Making referrals to the appropriate source of program specific information
- Remaining up to date on current course offerings and school programs; major, college and UCCS requirements; university deadlines and procedures

Programming and Outreach: The Graduate Advising Assistants are responsible for connecting with undergraduate students and campus community partners by:

- Developing and executing a marketing strategy for Drop In Advising services
- Participating in group advisement, outreach events and class-based initiatives
- Working as part of the Social Media Team to plan and maintaining appropriate and regular social media updates
- Serving as the first point of contact for students placed on Early Alert

Knowledge, Skills and Abilities

Experience helping college students navigate degree requirements, student information and degree audit systems

- Basic knowledge of college and university resources
- Skill in establishing and maintaining good working relationships and working across departmental boundaries
- Ability to work effectively with ambiguity and in fluid environment
- Familiarity with theory and practice of student affairs and student development and the organization of higher education helpful but not required

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Minimum Qualifications

- Maintain full-time enrollment in graduate program at UCCS (must be a graduate student)
- Position requires a year commitment with opportunities for growth over two years
- Maintain 3.0 or higher GPA, cumulative and semester
- Preference is given students who able to work throughout the full academic year
- Excellent interpersonal skills and customer services skills
- Ability to maintain professionalism and confidentiality in difficult situations
- Excellent attention to detail

Compensation

Compensation for this position is comprised of the following:

- This position will be classified as a Student Assistant III
- Position can begin after the first day of Graduate Advising Assistant's first semester at UCCS. A summer or fall start is possible.
- This position receives \$12.32 an hour
- Compensation for this position **does not** include benefits.
- During the fall and spring semesters the Graduate Advising Assistant may not work, on average, more than 25 hours a week. During summer semester hours **may** increase to 40 hours per week.

General UCCS Employment Information

This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act

The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.

UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational programs.

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APPLICATION QUESTIONS

Please answer the following questions on a separate sheet of paper.

1. Why are you interested in the field of student support services?
2. What lesson learned during your college experience would you choose to share with an incoming first year student who is feeling unsure of what to expect from college?
3. How do you think Graduate Advising Assistants can fit best into UCCS's existing network of academic support services?
4. Please list two populations that you would feel comfortable supporting through Academic Advising Outreach events. What topics would you like to see being addressed in these events?

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