

| | |
|-------------|---------------------------------|
| Reports to: | Director of Academic Advising |
| Department: | Academic |
| Status: | Full-time, Exempt |
| Salary: | To commensurate with experience |

Summary

The Academic Advisor responsibilities include implementing proactive strategies to help online students stay on track and fulfill their educational goals. Advisors build supportive and personalized relationships with students, provide resources to manage student's day-to-day expectations, and provide them with opportunities to stay connected to our community. They advise students on policies and procedures, programs, degree requirements, and related academic matters; and work closely with other support teams to ensure that student inquiries are addressed in a timely and effective manner. This specific position will also work with Grace's current Hispanic student population and assist with an initiative to serve the greater Hispanic community in Grand Rapids and beyond.

Essential Duties:

- Maintain ongoing communication via multiple communication portals (telephone, email, text, social media, etc.) with students
- Collaborate with students to determine education plan and course needs
- Serve as the primary guide to ensure that students stay on track to meet their educational goals
- Assist students in understanding and completing degree requirements
- Request appropriate course registration on behalf of the student and maintain the student's schedule/degree plan
- Advise students on policies and procedures, program requirements and related academic matters
- Provide comprehensive outreach to students who are at risk of not meeting satisfactory academic progress
- Identify opportunities to develop, implement, measure and improve academic success strategies
- Work closely with staff to ensure that student inquiries are strategically coordinated and addressed in a timely manner, while supporting academic integrity and policies
- Empower students to develop accountability for their decisions and an understanding of how those decisions impact their success through the coaching process
- Provide students with proactive guidance on acclimating to their new collegiate lifestyle and building supportive personal environments and best practices to facilitate their student success
- Assist with retention initiatives and efforts
- Develop and maintain an advising caseload of assigned core groups including
 - Scheduling and coordinating advising appointments
 - Offer prayer to students to build rapport, encourage, and help in overcoming challenges
 - Any other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience –**
 - Candidate must be advanced in bilingual (Spanish/English) language - REQUIRED
 - Bachelor degree preferred
 - Experience in academic advising or customer service preferred
- **Computer Skills –** Possess a strong working knowledge of computer applications. Must have the ability to accurately and efficiently perform required computerized tasks, with the ability to learn new technology quickly. Advanced technology skills is preferred.
- **Customer Service Skills –** Effective written and verbal communication skills required. Frequent interaction with students, parents, and agencies requires positive customer relations and ability to work with diverse populations. A pleasant and helpful demeanor will assist in the favorable development and maintaining of relationships.
- **Comprehensive Skills -** Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals.
- **Decisiveness/Reasoning -** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Sound decision making, problem solving, prioritization skills, and prompt follow up are key elements.
- **Self-Starting Team Player –** Must display the ability to be a team player, yet have the self-drive to work independently, take initiative, and perform with minimal supervision.
- **Physical Demands –** A minimal amount of travel is required as needed for updates and professional development and various recruiting events. While performing the duties of this job, the employee is regularly required to sit, and use hands to type. The employee frequently is required to reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Acknowledge Jesus Christ as personal Lord and Savior and demonstrate personal maturity and godliness, growing in conformity to the image of Christ.
- A genuine interest in the ongoing success of Grace Bible College and the support of the mission statement of “Graduating Godly Individuals Prepared to Serve Christ in Church and Society.”