

The University of Texas at San Antonio

Job Description

Job Title: Academic Advising Coordinator, Online Programs
Code: 13072
Salary Grade: 59
FLSA Status: Exempt
Department/Division: Office of Information Technology
Reports To: Administrative Program Director, Online Programs

Summary

- **Function:** To provide personalized advising assistance to students and offer operational support for online degree and non-degree programs at UTSA.
- **Scope:** Responsible for being the subject matter expert on all UTSA degree requirements for the degree programs as well as non-degree certificate programs. Represents and coordinates UTSA's policies and procedures on issues surrounding course equivalencies, transfer credits, course offering timeline, and degree roadmap; pivoting from non-degree admissions requirements and processes, credit transfers. Works in conjunction with program leadership to coordinate a number of program operational strategies concerning enrollment, registration, scheduling, and retention tactics.

Duties

- **Typical:**
 1. Support the students throughout their entire program experience, from initial inquiry through admit phase and beyond. Serve as a resource for students on all educational experience needs.
 2. Approve degree plans at the start of each term.
 3. Responsible for degree audits, graduation audits, data reporting and other academic operations tasks including working with program leadership to ensure seamless points of data integration between IT systems.
 4. Oversee the pivoting experience from non-degree status into the degree program. Usher students through the process and manage the admissions flow from submittal of application to decision and enrollment.
 5. Assist students with their understanding of course equivalencies and prior learning assessments pertaining to course credit transfers.
 6. Work closely with the program Administrative Director on all operational issues having to do with registration, course scheduling,

<p>advising, enrollment and student services.</p> <ol style="list-style-type: none"> 7. Monitor student pace and performance and support the Academic Coach when students are falling behind. 8. Prepare required reports, proposals/plans and other information as needed by the unit. 9. Perform additional duties as assigned. <ul style="list-style-type: none"> • <u>Periodic:</u> <ol style="list-style-type: none"> 1. Participate in professional conferences. 2. Represent the unit in community and academic events.

Education

Required	Preferred
Master's Degree from an accredited institution.	N/A
At the department's discretion: a Bachelor's degree and two years of related experience may substitute for the Master's Degree.	

Other Requirements

Required	Preferred
Ability to work with sensitive information and to maintain the highest level of confidentiality.	N/A
Ability to work in a fast paced environment.	
Excellent customer service skills.	
Strong managerial, organizational, and communication skills.	
Criminal Background Check.	

Experience

Required	Preferred
Four years of progressively responsible experience advising college students or adolescents in an academic capacity or equivalent experience working with student groups in the community.	One year of supervisory experience in an institution of higher learning.
	Teaching experience at the university level.

Equipment

Required	Preferred
Proficiency in personal computers and related office equipment.	N/A

Working Conditions

Usual	Special
Normal office environment.	May be asked to work extended hours within a varying schedule, which may include weekends and evenings. Occasional travel to professional meetings and conferences.

Supervision

Received	Given
General supervision from designated supervisor.	May assist in the management, training, or work coordination of assigned staff and student workers.

Accuracy

High level of accuracy is required.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.