

The University of Texas at San Antonio

Job Description

Job Title: Student Success Transfer Advisor
Code: 13626
Salary Grade: 58
FLSA Status: Exempt
Department/Division: Student Success
Reports To: Senior Director of Student Success

Summary

- Function: To provide outreach and coordination regarding the transfer and transition of student support services for transfer and transitioning students.
- Scope: Responsible for managing and coordinating services in support of the transfer and transition students and student success initiatives.

Duties

- Typical:
 1. Provides timely communication through various communication modes to transfer students regarding program requirements, resources, such as, transfer plans/guides, utilization of the Transfer Calculator, degree mapping, and attainable degree options for their transfer to UTSA.
 2. Participates in the planning and delivery of services to students while adhering to FERPA guidelines; including federal; state; university policies in the Undergraduate Catalogs and Information Bulletin; and team/unit policies and procedures.
 3. Develop and manage an approach to over-all caseload management that is data driven, scalable, strategic, proactive, and in line with UTSA Transfer, Academic Advising, Student Success and Strategic Enrollment initiatives.
 4. Manage transfer student contacts; responds promptly to student-scheduled contacts providing timely service to the student and support for front desk staff by maintaining and updating calendar, and reaching out to students who do not attend their scheduled appointment or transfer session.
 5. Manages and coordinates the delivery of caseload management and outreach to On-TRAC students.
 6. Assists with the development of transfer plans/guides considering TCCNS, FOS, Lower Academic Course Guide Manual.
 7. Works with Student Success and Admissions to ensure courses and equivalencies are updated and maintained in the Equivalency table and Transfer Calculator.

8. Actively participate in the planning, organization, and delivery of materials and programs to meet transfer and transition student needs.
 9. Assist with the training of Strategic Enrollment Admissions counselor's regarding transfer and transition students; ensuring the training components complement and align with NACADA academic advising core values and competencies.
 10. Performs other duties as assigned.
- Periodic:
 1. Assist with preparing required reports to ensure the information is accurate and complete.
 2. Attends meetings; serves on committees.

Education

Required	Preferred
Bachelor's degree from an accredited institution.	Master's degree from an accredited institution.

Other Requirements

Required	Preferred
Demonstrated public and interpersonal communications skills.	Knowledge of University processes and procedures.
Ability to work with sensitive information and to maintain the highest level of confidentiality.	
Familiarity with student records systems.	
Ability to communicate in an inclusive and culturally competent manner.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Four years of experience working with college students in an academic setting with a broad understanding of institutional admissions or advising requirements.	Experience developing content and/or serving as a presenter to groups.

Equipment

Required	Preferred
Personal computer, audio-visual presentation equipment, and standard office equipment.	Experience with Banner or other student record system.
Adept in using Academic Advising software applications, to include Microsoft Office products.	Experience with DegreeWorks or other student electronic degree audit system.

	Experience with the advising tool- Student Success Collaborative (SSC)-Navigate
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Working Conditions

Usual	Special
Normal office conditions.	N/A

Supervision

Received	Given
Determines own work methods and solves problems utilizing specialized knowledge and experience resulting in minimal supervision while work is in process. Instruction on new tasks or duties.	May supervise student employees and other support staff, as needed.

Accuracy

Proficiency in all phases of the duties performed.
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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.
