

Mercyhurst University

Job Description

Job Title:	Academic Counselor
Department:	Office of Academic Support & Learning Differences
Location:	Erie
Reports to:	Director of Academic Support & Learning Differences
VP:	Provost & Vice President for Academic Affairs
Classification:	Administrator
FLSA:	Non-Exempt
Budget:	
Date Created:	05-23-2019

SUMMARY

The Office of Academic Support and Learning Differences offers professional advising and academic support to create a “one-stop shop” for students. The professional academic counselors advise students on academic policies and procedures, assist students with understanding graduation requirements, arrange accommodations for students with disabilities, explore student interest areas and majors, and consult with students on study skills such as time management, test taking, and effective reading. Our professional staff partner with students and faculty to enhance their academic experience at Mercyhurst University. The Office is committed to collaborative engagement within the campus community in an effort to improve student success, persistence, and retention. Academic Counselors play a significant role at Mercyhurst by working individually with students to help them achieve their academic goals. Academic Counselors also partner with faculty to provide a dual-advising experience to all students at Mercyhurst. Every student is assigned an Academic Counselor and a Faculty Advisor. Reporting to the Director of Academic Support and Student Success, the Academic Counselor is part of a collaborative team providing a systematic and comprehensive approach to addressing student academic needs.

DUTIES AND RESPONSIBILITIES

- Demonstrate a personal philosophy of care for others that aligns with the University’s mission and core values
- Assist with the development, enhancement, delivery, and evaluation of a variety of services and programs that promote academic success
- Advise students on academic policies, course selection, and registration
- Partner with faculty to support students in academic planning and navigating the college environment

- Assist in the training and development of Faculty Advisors in advising best practices • Demonstrate the ability to work effectively with people from diverse cultural backgrounds
- Develop outreach efforts using social media best practices.
- Counsel and advocate for students as they navigate the college environment
- Refer students to appropriate offices or departments based on students' needs
- Communicate and coordinate with faculty members to identify and address any academic issues that students may encounter
- Work to resolve student issues and questions quickly and efficiently
- Assist exploratory students with discovering academic interest areas and identifying potential academic careers
- Coordinate advising files for new student orientation
- Coach students participating in the Academic Advantage Program (AAP), which is an intensive academic support program that is designed to help with the transition and adjustment to college life
- Provide career guidance to students as a part of a University's effort to cross-train academic and career counselors
- Counsel students on academic probation in developing a probation plan of action to work toward academic success
- Work in close collaboration with other University offices, departments and divisions to promote student success and troubleshoot student challenges
- Employ current research to enhance programmatic efforts
- Publicly present academic support information to various groups
- Seek professional development opportunities
- Perform additional related counseling and enrollment tasks as directed Additional responsibilities may include:
 - Serve as liaison between the Office of Academic Support and the Athletic Department
 - Facilitate an iMU 101 Introduction to Mercyhurst and an iMU 102 Involvement at Mercyhurst, freshman seminar course
 - Data collection and reporting throughout the academic year

- Coordinate the academic component of New Student Orientation including Faculty Advisor assignments and change of major requests
- Serve on institutional committees related to the University mission, vision, and goals
- Develop Exploratory Studies (undeclared) programming and outreach
- Maintain a strong relationship with International Admissions and Student Life offices to provide a seamless transition to Mercyhurst University
- Participate in the development of an international student orientation and additional programming
- Coordinate student academic probation process
- Coordinate retention data collection and analysis
- Organize student course registration data and outreach to unregistered students
- Other pertinent duties as assigned

EDUCATION AND EXPERIENCE

Master's Degree or equivalent is preferred in student personnel, counseling or related field. At least one to three (1-3) years' experience in academic advising, career counseling, or college counseling is preferred. At least one to three (1-3) years' experience with diverse populations, individual and group counseling, program planning and presentations is desirable or equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

Language: Read and interpret scientific or technical journals, financial reports, and legal documents; respond to customers, regulatory agencies or businesses; write speeches or articles and present information to public groups, or boards of directors

Mathematical: Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

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

- Knowledge of the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and current best practices and policies
- Demonstrate highly developed verbal, written, and interpersonal skills
- Demonstrate ability to work as a team player

- Maintain confidentiality and demonstrate professional behavior
- Possess computer skills – to perform this job successfully, an individual should have a knowledge of Microsoft Office Suite including Microsoft Excel and Microsoft Word; experience with Eullician Colleague, Colleague’s Self-Service/Student Planning, and Entrinsik Informer is a plus, but not required
- Basic understanding of Higher Education law, particularly FERPA and Section 504

Excellent interpersonal and written communication, as well as problem-solving skills; strong student service orientation; able to working under pressure; ability to handle multiple priorities and to be able to meet deadlines; some evenings and weekends required.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak with individuals and/or groups of people and be able to listen and respond to questions or inquiries. The employee is frequently required to stand and walk. The employee is frequently required to sit. The employee must frequently lift and/or move up to 10 pounds. The employee must possess the ability to see and view information on a computer monitor screen.

The noise level in the work environment is usually quiet (examples: library, private office).

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th St
Erie, PA 16546
hrinfo@mercyhurst.edu

All applicants must be eligible to work in the United States. Mercyhurst University is an Equal Opportunity Employer that encourages members of diverse groups to apply.