

## Support Job Position Description

### Section I: Position Information

Effective Date	2021-01-05	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Student Advisor		
Position Number	999654, 999656, 999658, 999659, 999660, 999661, 999665, 999668, 999672		
Classification Level	R1		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Department	Faculty of Business		
Reports To	Coordinator, Student Services (999756)		

#### Position Summary

This position is responsible for providing program and course information to active and prospective students, in particular those students in programs and courses offered by the Faculty of Business.

Student Advisors also ensure students are redirected or receive the appropriate academic support, program advising and provided up to date university policies and procedures as required.

Student Advisors are also responsible for the troubleshooting of technical difficulties that students have with Athabasca University web forms, sites and with Faculty of Business online course sites, online examinations etc.

#### Duties and Responsibilities

##### ***Student/Prospective Support and Advice - 75%***

- Respond to undergraduate and graduate student inquiries via telephone, e-mail, chat and other electronic communication mechanisms regarding university policies and procedures such as: admission and registration status, academic expert/professor availability, course contract dates, prerequisites, extensions, withdrawals, examination procedures, grades, challenge exam procedures, graduation, course materials inventories, and course availability.
- Provide information regarding Student Support Centre policies and procedures (e.g. contact information, service standards, etc.).
- Maintain overall familiarity with Student Support Centre materials, database information and course websites .

- Complete an orientation with active students, providing course navigation, administrative, service and operational information.
- Refer active students to academics and academic experts for academic direction and expert advice regarding course content, examination preparation, assistance with assignments, and other course activities.
- Refer graduate students to the Faculty of Business Enrolment Services and/or faculty graduate advising as required.
- Provide accurate information to students regarding the operation of programs, courses, administration of student records, and services to students.
- Provide in depth information about Faculty of Business certificate, diploma, and graduate and undergraduate degree programs.
- Re-direct students to other University program advising departments and faculty Coordinators as required.
- Provide information about delivery methods available, i.e. individualized study, graduate paced.
- Refer students to senior advisors and other university departments for support.
- Maintain overall familiarity with other university programs and make referrals, as appropriate (**i.e. BSc, BPA** programs).
- Assist active and prospective students with interpretation of AU regulations, polices and requirements
- Assist Faculty of Business Senior Program Advisors with the interpretation of student profiles, and assist with program planning as required including:
  - Assist unclassified students with course selection for transfer to other institutions
  - Advise students on transfer credit and PLAR possibilities.
  - Refer students/prospective students to course-specific FAQ's, course websites and other online resources.
  - Refer students for career, educational or personal counseling where deemed appropriate.
  - Provide accurate information and appropriate referrals for financial assistance.
  - Use DegreeWorks system as appropriate for detailing and outline program information for students.
- Liaise with course coordinators to maintain knowledge base entries for assigned courses.

- Provide accurate information about admission policies and procedures, fees, financial assistance and awards.
- Perform appropriate follow-up or refer to other university departments.
- Maintain prospective records for follow-up and promotional material distribution.
- Log and track student inquiries (telephone, mail, e-mail or fax), requests and responses in the Microsoft Dynamics/Greymatter SRM system.

***Technical Support & Advice - 15%***

- Troubleshoot technical issues with active students related to course website access, etexts, online examinations and 3<sup>rd</sup> party sites.
- Troubleshoot technical issues with invigilators.
- Checking groups and address book entries for online examinations
- Re-setting course access and login information.
- Arrange for Exam Unit to fax a paper copy of an exam when Network/Server errors occur.
- Arrange for Exam Unit to release exams if not available for a technical reason.
- Refer graduate students to the Faculty of Business Helpdesk (HDQ) as required or other Graduate faculty offices.
- Creating step sheets for working through technical support issues such as accessing websites, using browsers, viewing video clips and animations, sending file attachments, virus scanning, etc.
- Create and maintain knowledge entries for technical support information.
- Provide update information for online course sites.
- Identify and refer any advanced technical issues to the appropriate department or technical expert.
- Provide Notes technical support and assistance to Faculty of Business Academic, tutorial and support staff as required.
- Assist Academic Experts and markers in the use of Student Support Centre tracking systems and online course marking sites.
- Assist new staff with the use of GRADES, Banner and other university systems.
- Liaise with other advisors throughout AU.

***Administrative Support/Other – 10%***

- Maintain administration database with current academic information, course availability and delivery information.
- Assist Senior Program Advisors in the collection of student information, profiles, transcripts, etc.
- Assist with proactive program student follow-up, Stage 1 students, etc.
- Assist with webinars and other program marketing activities.
- Assist with maintenance and development of information databases (FAQs), knowledge bases, for course, program and technical information.
- Assist with special projects which may involve data collection, research, web development, surveys and maintenance.
- Complete student retention activities (first contacts, follow ups, surveys, etc.)
- Other duties as assigned.

**Occupational Health and Safety**

**Employees:**

Responsible to participate in the AU OHS Program as required.

**Supervisors:**

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

**Classification Factors**

**Context and Complexity**

- Must have an excellent knowledge of all AU policies and procedures.
- Must have an excellent knowledge of Faculty of Business procedures and operation of undergraduate courses and programs, and a good knowledge of other AU programs.
- Must have an excellent knowledge of AU systems such GRADES, Banner, Moodle, Degree Works, CRM and Notes.
- Must be able to troubleshoot technical issues and step students through solutions and ensure students are referred appropriately.
- Must be able to accurately identify technical issues.

- Must be able to identify and respond to what the student is requesting, effectively and expeditiously.
- Must be able to accurately identify academic content issues for referral to academic or academic expert.
- Must display a great deal of tact and diplomacy.
- Must maintain a high degree of accuracy.
- Must work in a fast-paced environment under changing conditions with very high demand for services.
- Must have excellent communication, time management, and interpersonal communication skills, as well as the ability to deal with difficult people.
- Must maintain a high level of confidentiality and sensitivity, especially relating to controversial issues.
- Must maintain and promote a positive image of the university.
- Must be able to make quick, responsible decisions and respond quickly to both routine and unusual requests.

#### Work Problems

- Each student contact will provide a unique situation requiring diagnostic, interpretive, evaluative, and productive thinking.
  - Knowledge of the Faculty of Business Undergraduate and Graduate programs in order to be able to handle diverse problems and circumstances associated with the program.
  - Must be able to work under pressure of large volumes of queries. Must deal with many types of people, including difficult people.
  - Required to answer atypical questions that require quick analysis and interpretation of regulations, policies and procedures.
  - Required to refer academic questions appropriately.
  - Required to refer technical questions appropriately.
  - Required to perform work with a high degree of accuracy.
  - Must be able to resolve or refer existing and prospective student inquiries and difficulties as appropriate.
  - Must be able to organize work on a daily basis to ensure efficient and timely processing.
  - Must maintain excellent notes on student files to allow for seamless transfer between Student Advisor work shifts.
- This position must demonstrate excellent customer service skills.
  - Advisors are expected to remain current with changing technologies and undergo continuous training.

**Authority**

- Must exercise good judgment and decision-making abilities in the interpretation of information and communication with existing and prospective students.
  - Must work with minimal supervision.
  - Errors will have substantial impact on the student's academic career, i.e. unnecessary expense, time wasted, lack of pre-requisites, inaccurate information, legal issues and delay of graduation.
  - Poor communication will have major impact on the service standards of the university.
  - Will use initiative in the resolution of student problems.
  - Must be able to determine whether a student should be referred for further counseling.
- Must exercise good judgment and decision-making abilities in the interpretation and communication with students and prospective students.

**Contracts and Communications**

- Extensive daily contact with students, prospective students and the general public.
  - Contact with external post-secondary institutions, agencies and associations. May involve representing Athabasca University at conferences.
  - Contact with academic, professional, support and contract staff from various departments of AU.
- Will have access to extremely confidential material and must adhere to guidelines and procedures established by AU in accordance with FOIPP.

**Signatures for Section I**

Incumbent Signature		
Supervisor Signature		

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent.

1. Undergraduate degree and two years' experience in a post-secondary setting, preferably in student or customer service. Equivalent education and experience or a combination of these would be considered.
2. Experience in a post-secondary environment with exposure to academic systems such as: Student records system (Banner), Library systems, Registry systems, Learning Services (Tutorial) systems, Finance systems, Media production and Course Materials.
3. A working knowledge of computer operating systems such as, Microsoft Word, Microsoft Dynamics, Excel, PowerPoint, Banner, DegreeWorks, Internet, Notes and electronic mail.
4. Excellent interpersonal, administrative, communication, time management and organizational skills.
5. Ability to work as part of a team to facilitate the student's learning process.
6. Extensive knowledge of AU's policies and procedures, especially those that pertain to Faculty of Business programs is an asset.

### Signatures for Sections I and II

Department Head Signature		
Executive Officer Signature		
Human Resources Review		