

Class No.	JC100172
Original Date:	January 2016
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Pay Group:	24

CLASS SPECIFICATION

ACADEMIC ADVISOR

NATURE AND SCOPE OF WORK:

This is complex academic planning and advising work. The incumbent is primarily responsible for arranging, initiating and participating in work methods and procedures pertaining to academic planning and advising. This position is seen as a key resource in student retention and success and acts as a transitional guide for students and external stakeholders in navigating students' academic experiences. Duties include advising students; assisting with the recruitment and retention of students; educational course planning, goal setting and decision-making strategies for students; participating in orientation; maintaining archives of information on programs and courses; recommending and implementing policies and procedures; and producing reports. This position reports to the Associate Registrar of the functional area and receives operational direction from the Supervisor.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Meets with students to develop academic plans.
- Promotes programs and provides information on admission, program and graduation requirements.
- Assists students experiencing academic difficulty with understanding university policy and practice as it relates to academic standing. Identifies methods for improvement, refers to services and courses to develop study skills, and explains and assists with withdrawals and appeals.
- Refers students to resource areas in the University or community as required.
- Proactively troubleshoots student challenges by referring to skill development workshops and holding targeted advising intervention.
- Keeps current on Capilano programs, policy and practice, other institutions programs, policy and practice, transfer agreements and equivalencies.
- Evaluates and processes substitutions and exemptions for the purpose of graduation, or as requested by students. Communicates with program areas/departments, and students regarding course substitutions/exemptions.
- Maintains the integrity and confidentiality of sensitive information and systems
- Ensure all processes and procedures are documented and updated.
- Follows best practices in advising and emerging trends that may impact advising and student retention and the means to overcome them.
- Advises students and external stakeholders on Capilano offerings through a variety of means including in person, one on one meetings, group sessions, presentation, in writing, telephone, video conferencing, video streaming, instant messaging, chat rooms and any other available option requested by the student or institution.
- Attends and speaks at parent meetings; addresses groups as requested; attends career fairs; visits high schools and holds group information sessions as well as one-to-one interviews as part of targeted recruitment activities.
- Utilizes student information systems for advising purposes.
- Uses third party and online systems and services to provide appropriate service, information and advice to students.
- Administers the University's policies and procedures as relevant regarding student academic situations.
- Under the direction of the Associate Registrar, acts as lead on various advising projects incorporating data

analysis, tracking and reporting. Recommends service and outreach priorities according to that data and tracks progress toward subsequent goals.

- As a member of a team, develops plans and makes recommendations for systems improvement, technology developments and growth requirements associated with the unit. Liaises with IT, and other departments as required, and acts as a subject matter expert and project team member for systems development and implementation work undertaken by IT.
- Maintains a wide variety of departmental records including the continual updating of student records.
- Updates advising materials.
- Liaises with faculty on emerging changes and challenges.
- Liaises with external organizations (eg. BCCAT, Education Planner BC)
- Participates in the planning, design, testing and implementation of new systems or upgrades used by the Registrar's Office.
- Participates in the training and updates employees in new and existing policies, procedures and systems.
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Initiates discussions and responds to enquiries from students, staff, faculty and administrators on the responsibilities described in this class specification.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of Banner or another automated student record system.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University
- Thorough knowledge of the University's policies and procedures governing admissions, registration, transfer, and graduation.
- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of the various criteria used in determining eligibility for admission and registration at other post-secondary institutions.
- Considerable knowledge of certificate, diploma, degree and graduate degree programs in British Columbia post-secondary educational institutions.
- Considerable knowledge of the British Columbia High School system and the role of high school counsellors.
- Considerable knowledge of word processing, spreadsheet and database applications.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Considerable knowledge of the principles and practices of record-keeping and statistical reporting.
- Ability to interview and assist students with admission procedures, educational planning and transferring, and graduation.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to organize and conduct, workshops and campus tours as required.
- Ability to learn in-house and other software applications, and to apply technical knowledge.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to interpret and explain the applicable rules and regulations that govern Registrar's Office activities.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with a diverse group of other employees,

students and the general public.

- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operating and statistical reports.
- Ability to compose letters, memoranda and materials related to the subject matter and of a non-routine nature and to write and produce quarterly newsletters.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to keep accurate records and archives.
- Ability to plan, organize and review the work of others engaged in similar tasks.
- Demonstrated ability to use tact, discretion and good judgment while performing duties.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Two years of work experience in a Registrar's Office or a student services-related function. Experience must include meeting with students in an advising capacity and working with student information systems.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.

