

Online Advising Specialist

College of Communication Arts and Sciences

The College of Communication Arts and Sciences seeks to hire an Advising Specialist to work with our Strategic Communications online master's program. As the Advising Specialist you will serve as the student's connection to the Online Strategic Communication M.A. program community, and be responsible for providing an unparalleled level of service and support to our students utilizing our institutional commitments. Our advising model focuses on engagement with our students to deliver world-class service and support to positively impact every learner we serve, every step of the way. Academic Advisors are student-centered professionals who listen to, challenge, suggest, empower, and refer members of the MSU community and its extended partners to foster a diverse and successful educational experience at Michigan State University.

Primary Accountabilities:

- **Managing the student journey** (60%): provide superior support to all students of the program by: managing the student portfolio; assisting with academic advising, course selection, connecting students with academic resources and use of technological applications to assist students in developing their academic plan; overseeing course goals; maintaining course goals matrix; ongoing outreach to facilitate student success; providing other support as needed.
- **Academic Coaching & Mentorship** (20%): creating regular connecting and resourcing opportunities for faculty; work with Strat Com team to develop a mentoring program for new students into the program, connecting current student with alumni; plan engagement events; create guidelines for mentoring; provide analytics of outcomes and report progress in regular intervals.
- **Connecting with Alumni** (20%): work with Strat Com team to develop and Alumni Program by exploring opportunities for them to engage in the ongoing success of current students in our program; develop survey to capture interest, availability, etc.; match alumni with events/students; provide analytics of outcomes and report progress in regular intervals.

Position Expectations:

- Advisors will communicate with their students based off of the student's preferred contact time and method.
- Provide students and internal customers with a response to voicemails and emails within 24 business hours.
- Having the ability to utilize multiple systems and reports to be able to best support our students.
- Utilizing coaching skills to build strong relationships with our student population.
- Provide appropriate support services with students based on student's perceived need and knowledge of personal strengths/weaknesses.
- Understanding and effectively communicating academic and administrative policies.
- Providing creative approaches to student success, persistence, and satisfaction.
- Owning student issues until they are fully resolved and keeping the student informed throughout the process.
- Keeping the student's short and long term interests in mind in our guidance to them.
- Putting in the time and effort to support a student who is making every effort to achieve their goals.
- Advocating for the right thing to do on behalf of our students.
- Establishing cooperative and collaborative relationships with faculty, staff and other internal customers.

- Hold yourself and others accountable to providing exceptional service in every interaction, every time.
- Maintains a positive attitude and professionally deals with a changing environment.
- Exhibits self-awareness and builds rapport in an open, friendly, and accepting way.

Required Skills and Qualifications:

- Master's degree in College Student Personnel or related field.
- Previous experience in an academic environment.
- Strong interpersonal skills with a high level of tact, empathy and diplomacy.
- Ability to work diplomatically and effectively with faculty, staff, and students, and to use sound judgment.
- Detail oriented with outstanding organizational, problem solving and multi-tasking skills.
- Proficient computer skills are required in MS Word, Excel, and PowerPoint.

Desired Qualifications:

- 4+ years of advising experience
- Experience with Salesforce

To apply, please refer to Posting #546582 and complete an electronic submission at the Michigan State University Employment Opportunities website www.careers.msu.edu Application reviews will begin December 3, 2018.

MSU is an affirmative-action, equal-opportunity employer. MSU is committed to achieving excellence through cultural diversity. The university actively encourages applications and/or nominations of women, persons of color, veterans and persons with disabilities.