POSITION DESCRIPTION
Community College

To apply submit an employment application (click here for application), resume, and letter of interest to: Vice President of Community College Relations 
5301 S Hwy 16, Rapid City, SD 57701

I. POSITION TITLE: Community College Advisor

II. EMPLOYEE CLASSIFICATION: Administrative

III. JOB CLASSIFICATION: Non-Exempt

IV. ACCOUNTABLE/REPORTS TO: Director of Community College Relations

V. POSITIONS REPORTING TO THIS POSITION: None

VI. DUTY HOURS: Generally 8:00 a.m. to 5:00 p.m. (40 hours per week). Some evening and/or Saturday hours may be necessary from time to time.

VII. MINIMUM REQUIREMENTS:

EDUCATION: Bachelor degree required. Masters preferred.

EXPERIENCE: Two years experience working in higher education required. Community College graduate preferred. Previous experience as a college ambassador or previous college employment preferred. Previous experience working in advisement and/or admissions for a community college preferred.

PHYSICAL: Must be able to exert force to move, lift and/or carry objects up to 40 pounds. Must have finger dexterity, excellent speaking, listening, comprehension, and communication skills.

SKILLS EXPECTATIONS: Must have professional oral and written communication skills. Must be articulate, must be a self starter, insightful, energetic, and customer service oriented.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION:
Community College advisors will recruit, enroll, track, and provide support services for community college graduates attending National American University. Will make public relations contacts (in person and by telephone) with community college staff and students. The Community College Advisor will build relations with key administrative staff and faculty within the community college. This person must have a keen understanding of both community college programs and the articulation process into NAU. Will take and/or return inquiry calls from persons interested in knowing or receiving information about educational programs offered by the university, and follow up with prospective and current students.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:
A. Builds relations with community college staff and cooperates with the mission and values of the community college they are serving.

B. Builds rapport with community college students and is visible within the community college environment.

C. Understands all the programs offered by the community college and how they transfer to the University.

D. Advises students to provide a smooth transition from the community college to the University.

E. Appropriately places students as neutral advisor with the appropriate NAU campus.

F. Be familiar with objectives, requirements and content of all programs offered by the university.

G. Assure that students complete all required forms needed in order to enroll and help overcome barriers when necessary. Follow up in inquiries, leads, and set appointments to interview prospective students.

H. Ensures continuing and re-entry students are advised and registered according to proper course placement and to the quarterly goals.

I. Proactively contacts students on a regular basis to build and maintain rapport and serves as the student’s advisor as a first point of contact to ensure questions are answered and concerns are resolved.

J. Assists and provides guidance to at-risk students to ensure student success.

K. Calls students as needed to procure forms. Ensures student forms have been sent and received.

L. Conducts or participates in student withdrawal procedures, attendance counseling, grievance committee and generalized problem-solving with individual students.

M. Ensures quarterly registration campaigns are arranged and communicated to students each quarter.

N. Contacts students and ensures course registrations are appropriate to ensure proper prerequisites are met (if students do not attend remedial courses the first term). Ensures quarterly processes are conducted such as the review of the pre-requisite report, course overload report, independent study paperwork, change of campus forms and other day-to-day functions.

O. Other duties as assigned.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:

All staff, faculty, students, visitors and community as well as system administrators.

XI. LIMITS OF AUTHORITY:
As defined by the policies, procedures, and practices of the university and/or the campus president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the organization.

* Denotes essential elements of the position.