POSITION DESCRIPTION
HDB Graduate School, Roueche Graduate Center

To apply, submit an employment application (click here for application), resume, and letter of interest to: Campus Dean of Roueche Graduate Center
Northpoint Centre I, Second Floor, 6836 Austin Center Blvd. Ste. 270 Austin, TX 78731

I. POSITION TITLE: Doctoral Graduate Advisor

II. IPEDS CLASSIFICATION: Community Service, Legal, Arts and Media

III. JOB CLASSIFICATION: Exempt

IV. ACCOUNTABLE/REPORTS TO: Dean of the Roueche Graduate Center

V. DUTY HOURS: A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours are required. Some travel may be required.

VI. MINIMUM REQUIREMENTS:

EDUCATION: Doctorate in higher education administration required.

EXPERIENCE: Three years’ experience within a higher education setting coordinating retention efforts with an emphasis on student success. Excellent interpersonal communication and public speaking skills. Experience facilitating an orientation session, monitoring student success, and implementing successful strategies required. Demonstrated experience processing administrative paperwork to enroll students.

PHYSICAL: Reaching, bending, dialing, writing, talking, and hearing capability; ability to exert force to lift, move, and/or carry objects up to 10 lbs.

SKILLS EXPECTATIONS: Energetic; customer-oriented attitude; excellent organizational and computer skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; detail oriented; ability to manage multiple tasks simultaneously; ability to facilitate team effort as well as to work independently; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position.

VII. BASIC FUNCTION/PURPOSE OF THE POSITION: The Doctoral Graduate Advisor will assist master’s and doctoral students from enrollment to graduation and coordinate alumni and career counseling activities. The Doctoral Graduate Advisor will offer a particular emphasis on
academic planning based on a comprehensive knowledge of the university’s academic programs, requirements and support services. The Graduate Advisor will provide students with excellent student service with an overall interest toward the promotion of student success and retention based on performance metrics (to answer questions related to pursuing a doctorate and developing/defending a dissertation, ensuring resolution of student issues, validation of transfer credit, communication with faculty and staff, and other timely matters) and in support of the mission of the university as defined by the university president and the board of governors.

VIII. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

* A. Ensure continuing and re-entry students are advised and registered according to program and quarterly/semester goals.

* B. Monitor and update student enrollment status.

* C. Ensure all grade sheets and necessary paperwork are submitted in a timely manner.

* D. Monitor enrollment, acceptance, and registration.

* E. Ensure the SAP process is completed each quarter/semester and provide guidance to at-risk students to ensure their success.

* F. Schedule courses in CampusVue for each quarter/semester.

* G. Provide course schedules, class rosters, and student/faculty photos to IT and faculty before the start of each session.

* H. Enroll students in CampusVue and other student support LMS, update student contact information, enter assessment test scores, and other daily processes. Enter attendance in CampusVue each Monday of the quarter/semester.

* I. Serve as a liaison for students, faculty, and learner services in conjunction with key NAU Grad personnel.

* J. Provide ongoing student retention efforts in collaboration with Cohort Coordinators.

* K. Utilize Microsoft Office and CampusVue/LMS to produce documents and interpret data.

* L. Assist students and graduates with career development/placement.

* M. Understand university processes and policies to be used daily in university services and assists in maintaining up-to-date information.

* N. Contact students and ensure course registrations are appropriate to ensure proper transfer credits.

* O. Utilizes Microsoft Office and CampusVue/LMS to produce documents and interpret data.

* P. Ensures quarterly/semester 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.

Q. Monitor and assist with faculty completion of attendance and other student support procedures to assure compliance with university guidelines and participate in weekly attendance meetings

*R. Monitor student early and mid-term alert processes.

S. Participates in regional accreditation reviews and reports as requested.

T. Assist with faculty orientation, in collaboration with key NAU Grad personnel.

*U. Assist with quarterly/semester student academic awards/honors programs as well as assisting with student graduation ceremonies.

*V. Ensure all transcripts are requested and processed in a timely manner. Follow-up on transcripts not received as necessary. Forward originals to registrar, copy in student files.

*W. Facilitate center communications to students by using handbooks, campus newspapers, bulletin boards and the orientation of students and staff in coordination with key NAU Grad personnel.

*X. Assist students in navigating through the written educational processes (practicum, dissertations).

*Y. Participate in outreach initiatives involving retaining graduate students.

Z. Coordinate alumni and career counseling activities for the Graduate School.

*AA. Create student files for new students and ensure that files contain required documents.

*BB. Produce and send acceptance letters to all incoming students. Collect documents required to enroll students, forward documents to appropriate departments, enroll students through CampusVue or the Registrar.

*CC. Email registration recommendations to new students with copies of acceptance documents attached and admissions representative copied.

*DD. Build and send new student orientation folders.

EE. Other duties as assigned.

IX. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: All faculty, staff and students of the university.

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

National American University reserves the right to alter this position description/job duties from time to time as may be necessary to meet the mission and purposes of the institution.
*Denotes essential elements of the position.