

Spec. Code: 0055  
Occ. Area: 02  
Work Area: 078  
Prob. Period: 12 mo.  
Prom Line: none  
Effective Date: 00/00/00

## **PROGRAM ADVISER**

### Function of Job

Under general supervision, to be responsible for advising students on educational and related programs (e.g., high school, community college, international or veteran programs) offered by the university, recruitment and recruiting management, and maintaining relevant student records.

### Characteristic Duties and Responsibilities

1. evaluates transcripts to determine student eligibility for programs offered by a department or division
2. advises students on course requirements of an academic department or division
3. serves as an adviser on student activities
4. manages and maintains academic records and makes updates in a database
5. reviews processing procedures and forms and makes suggestions for improvements
6. assists in disseminating information at campus open houses, including explaining admissions policies, procedures, and requirements to prospective and current students
7. prepares statistical reports, which includes inputting data from assessment surveys and presenting information from the reports
8. recruitment and territory management, including college day/night programs, college fairs, and individual school visits for high school students, transfer students, and non-traditional (adult) students, etc.
9. is responsible for on-campus visitor interviews, email correspondence, telephone contact, customer service functions, outreach related activities, and follow-up (e.g., travel coordination, special events, etc.)
10. assists in the development and coordination of recruiting efforts
11. serves on committees responsible for the planning and execution of conferences, receptions, and open houses sponsored by the admissions office for student recruitment
12. supervises student activities and provides professional or technical assistance where necessary
13. advises students on financial assistance, student work programs, and/or scholarships available in the university

14. advises students on work opportunities in the area and placement opportunities in local industry and arranges interviews with company representatives
15. administers, evaluates, and grades aptitude, achievement, and other educational measurement tests
16. supervises assigned staff including clerical and student employees
17. may maintain promotional web pages, sites/materials
18. performs other related duties as assigned

#### MINIMUM ACCEPTABLE QUALIFICATIONS

##### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree

##### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
3. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Speaking — Talking to others to convey information effectively; ability to develop a rapport with students.
6. Written Expression — The ability to communicate information and ideas in writing so others will understand.
7. Knowledge of educational, evaluation, and measurement principles, practices, methods, and techniques
8. Knowledge of university policies and procedures
9. Ability to establish effective working relationships with students, faculty, and staff