



WYTHEVILLE COMMUNITY COLLEGE

POSITION DESCRIPTION

Online Academic Advisor (Education Support Specialist III) [Pos #R0170]

Wytheville Community College is accepting applications for a full-time Education Support Specialist III – Online Academic Advisor for our Title III Grant.

The successful applicant will work collaboratively with the college's other Online Academic Advisor position to:

- Staff a comprehensive online advising system for advising students and potential students on WCC's admissions process, registration and academic issues, and basic technical support issues related to online courses such as login assistance, contacting instructors, etc.
- Establish a physical presence in the college Academic Resource Center (ARC).
- Collaborate with faculty, administrators, and campus departments to identify, define, and meet student planning and placement needs, goals and objectives.
- Maintain a database of students served and outcomes of services.
- Assist in registration, student orientation, classroom presentations, outreach activities and other duties as assigned. Assignments will include evening and/or weekend hours.
- Assist with the development of an Online Advisor Handbook.
- Serve as backup for the Testing and Tutoring Coordinator.

Work with college IT and Blackboard staff to:

- Maintain and ensure updates are made to the Virtual Advising Center (ASK WCC) as needed.
- Maintain student follow-up system to ensure 100% of student requests for information receive a response within 24-hours.
- Monitor online communication system for students to post messages on program specific message boards.
- Monitor advising chat sessions to include scheduling advising appointments with appropriate program advisors.

Responsible for the following:

- Preparing monthly reports of the Online Chat usage and Student Contacts for the Title III Project Director.
- Advertising, enrolling, monitoring, and providing statistical data for Online Learning Success Workshops each semester.

- Creating flyers and performing mass mailings to Online Students and Students with Academic Alerts.
- Monitoring, intervening, and following up with students who have an academic alert raised by faculty through the college's Early Academic Alert System - SAILS (Student Assistance and Intervention for Learning Success).
- Tracking student contact and outcomes from SAILS alerts.
- Communicating with staff and faculty regarding student contact made as a result of SAILS alerts.
- Making referrals to campus support staff (for example, counseling, advising, and tutoring) based on interaction with students who receive SAILS alerts.
- Monitoring and sending out notices to distance learning students via social media such as Twitter and the Distance Learning Blog.
- Providing monthly SAILS analysis reports to the Title III Director.
- Monitoring, updating and posting announcements on the Blackboard Virtual Advising Center.
- Must complete training and certification to proctor Pearson VUE testing on campus.
- Serve on a rotating basis as a Pearson VUE testing proctor once certified.
- This position requires frequent evening and some weekend hours.

The successful candidate may be assigned to provide services on-campus and/or at the college's off-campus and regional centers – Smyth Education Center (SEC) in Atkins and/or the Crossroads Regional Entrepreneurial Institute (CREI) in Galax, VA.

As a member of the college staff/family your role encompasses the general areas of student support, personal and professional development, and institutional and community citizenship/service. Primary responsibilities are listed above and other duties include, but are not limited to:

- Be available, approachable, and accessible to students through posted office hours, electronic communication, or other appropriate methods.
- Serve as academic advisor to students in a proactive manner to assist in retention and program completion.
- Serve on college committees as assigned.
- Submit required college reports and forms in a timely manner
- Maintain professional relationships with students, colleagues, and community members.
- Participate in system/college/departmental professional development activities and attend meetings and/or committees created to facilitate professional growth and development.
- Experience and evidence of commitment to the philosophy of the community college, student success, and academic excellence.
- Excellent interpersonal and communication skills.

- Knowledge and proficiency of computer applications/software as aids in the teaching learning process.
- Evidence of commitment to multi-cultural and multi-generational diversity.
- Assume other duties as assigned.

QUALIFICATIONS:

Required –

- Bachelor's degree from an accredited institution and/or equivalent work experience.
- Understanding and use of current practices in providing outstanding customer service.
- Demonstrated ability to:
 - ✓ work cooperatively as a member of a team and in a professional manner
 - ✓ relate to a diverse student population
 - ✓ communicate effectively orally and in writing
 - ✓ problem solve, make decisions, and manage conflict.
 - ✓ utilize computer software (Word, Excel, etc.)
- Eager to learn new skills and apply new technologies.

Preferred –

Experience in working in an educational setting (higher education environment preferred).

APPLICATION PROCESS:

To apply for the position submit a completed Virginia State application form, current resume, unofficial copy of college transcripts, and cover letter. The State application form can be accessed from the college website at <http://www.wcc.vccs.edu/jobs>

Submit documentation to:

Human Resource Office
Wytheville Community College
1000 East Main Street
Wytheville, VA 24382

Application documents may also be e-mailed to lcx@wcc.vccs.edu or faxed to 276 223 4801. Application **documentation will be accepted until position is filled (first review of materials will begin on May 16, 2014).** Persons with disabilities requiring assistance should contact 276-223-4869. The individual selected will be subject to a criminal history/sex offender background check and e-verify for employment eligibility as a condition of employment.

Wytheville Community College does not discriminate on the basis of race, color, national origin, sex, age, religion, sexual orientation, gender identity, genetics, political affiliation, veteran status, or disability when the person is otherwise qualified in its educational programs and activities or employment. The following person has been designated to handle inquiries regarding the non-discrimination policies: Crystal Cregger, Vice President of Finance and Administrative Services, 215 Bland Hall, 1000 East Main Street, Wytheville VA 24382, 276-223-4762. For further information, see the list of **OCR enforcement offices** for the address and phone number of the office that serves your area, or call 1-800-421-3481.