



WYTHEVILLE COMMUNITY COLLEGE

Online Academic Advisor/Student Activities Coordinator

Pos# R0171

Wytheville Community College is accepting applications for a full-time Education Support Specialist III – Online Academic Advisor, Student Activities and Testing/Tutoring Coordinator. This position is not a tele-work position. The successful candidate for this position will be required to work and be an active participant on the main campus of Wytheville Community College. This position will report directly to the Dean of Student Success and Academic Development.

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's One-Stop Center on the WCC Campus;
- Monitor assigned caseload in the early alert system and update contacts to allow faculty to monitor student progress and to trigger warnings about possible student performance issues;
- Collaborate with faculty, administrators, and campus departments to identify, define, and meet student planning, 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;
- Coordinate Student Clubs and Organizations and Student Activities; and
- Serve as backup for the early academic alert system 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; and
- Monitor, update and post announcements on the Blackboard Resource page.

Responsible for the following:

- Preparing monthly reports of the Online Chat usage and Student Contacts for the Dean of Student Success and Academic Development;
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- Coordinate student activities and manage student clubs and organizations;
 - Serve as Student Government Association (SGA) sponsor;
 - Communicating with staff and faculty regarding student contact made as a result of early academic alerts and course advisement;
 - Making referrals to campus support staff (for example, counseling, advising, and tutoring) based on interaction with students who receive academic alerts;
 - Monitoring and sending out notices to students via social media such as Twitter and Facebook;
 - Send out email notices weekly to student body regarding student activities, support services and general college announcements;
 - Manage the tutoring program supervising the hiring, training and scheduling of tutors;
 - Coordinating College placement and proctored testing at all locations; and
 - Assist with Pearson VUE testing and serve on a rotating basis as a Pearson VUE testing proctor on campus once certified.

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

This position requires frequent evening and some weekend hours.

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:

1. Be available, approachable, and accessible to students through posted office hours, electronic communication, or other appropriate methods.
 2. Serve as academic advisor to students in a proactive manner to assist in retention and program completion.
 3. Serve on college committees as assigned.
 4. Submit required college reports and forms in a timely manner.
 5. Maintain professional relationships with students, colleagues, and community members.
 6. Participate in system/college/departmental professional development activities and attend meetings and/or committees created to facilitate professional growth and development.
 7. Experience and evidence of commitment to the philosophy of the community college, student success, and academic excellence.
 8. Excellent interpersonal and communication skills.
 9. Knowledge and proficiency of computer applications/software as aids in the teaching and learning process.
 10. Evidence of commitment to multi-cultural and multi-generational diversity.
 11. Assume other duties as assigned.
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MINIMUM QUALIFICATIONS

- Bachelor's degree from an accredited institution and/or equivalent work experience;
- Understanding and use of current practices in providing outstanding customer service;
- Understanding and use of college advising, admissions and financial aid processes;
- Understanding and use of computer applications/software as aids in the teaching and learning process;

- 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; and
- Eager to learn new skills and apply new technologies.

PREFERRED QUALIFICATIONS

- Experience in working in an educational setting (higher education environment preferred);
- Previous use of SIS and early alert software as well as the Blackboard learning management system;
- Previous experience with academic advising;
- Extensive experience scheduling for multiple responsibilities;
- Experience with supervision; and
- Experience with coordinating student activities.

APPLICATION PROCESS

Interested persons are required to apply by using the on-line application process through the Virginia state-wide job listing at <https://virginiajobs.peopleadmin.com>.

Applicants are also required to include a cover letter, current resume or CV, and an unofficial copy of college transcripts (if applicable) along with the completed application submittal. Only complete application documentation will be considered; partial submissions will not be considered. If there are multiple transcripts, combine all transcripts into one file before uploading. Position is open until filled. First review of application documents will be July 28, 2017.

Persons with disabilities requiring assistance should contact 276 223 4700.

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.

Any questions regarding application document submission can be directed to HR@wcc.vccs.edu.

Wytheville Community College does not discriminate on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, political affiliation, genetics, 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