

**Support Position Description
Section I**

Position Information	Update Only x Classification Review
Position Title	Student Support and Advising Specialist-Architecture
Position #	999532
Department	Faculty of Science and Technology
Classification Level	R1
Reports to	Program Administrator
Effective Date	April 1, 2014
Position Summary Briefly describe the main purpose(s) of the position	This position is responsible for providing information, advice and guidance to prospective and existing students enrolled in RAIC Centre for Architecture programs and courses offered by the Faculty of Science and Technology. Primary responsibilities include administrative functions associated with undergraduate and graduate program planning and selection of courses. The incumbent will work with all areas of the University, tutors and academics to ensure that student success is achieved. The position requires in-depth understanding of program regulations and policies in all science areas. Maintenance of consistent, accurate and time-sensitive examination processing and other service standards is required. This position involves working in a team-oriented setting, and requires coordination and sharing of information using the software and platform of the Student Success Centre and the DegreeWorks program planning system.
Duties and Responsibilities Organize by key responsibility area and include % of time spent where possible	<u>Student Support (60%)</u> <ul style="list-style-type: none"> • Provide in-depth information about Architecture post-diploma, undergraduate and graduate degree programs. • Assist active and prospective students with interpretation of AU regulations, policies, and requirements. • Ensure that course selection meets the program requirements for the student. • Assist unclassified students with course selection for transfer to other institutions. • Advise students on transfer credit and PLAR possibilities. • Refer students/prospective students appropriately to academics, advisors in other programs or at Learning Centres, or other university departments. • Refer students/prospective students to course-specific FAQ's, course websites, and other online resources. • Refer students for career, educational or personal counseling where deemed appropriate. • Provide accurate information and appropriate referrals for financial assistance requests. <u>Exams and Student Records (25%)</u>

- Check student records for contract end-dates, marking scheme and revision consistency in a course.
 - Monitor and log internal tracking of grades, incomplete assignments, exam return dates.
 - Verify exam currency and completeness of information provided by exam invigilator and student. This may include exam grade report page, scan sheets or any additional information provided.
 - Log exams for tracking purposes and forward exams to appropriate marker(s).
 - Complete Final Grade Report and where authorised, sign on behalf of the academic. Forward exams to the Office of the Registrar.
 - Prepare exams that are requested for re-marking (remove marks and comments).
 - Accurately maintain student files, close files and archive them within the assigned service standards of the university.
- Administrative Support (15%)
- Maintain administration database with current academic information, course availability and delivery information.
 - Log and track student inquiries (telephone, mail, e-mail or fax), requests and responses.
 - Assist with maintenance and development of information databases (FAQ's) for course, program and advising information.
 - Document student complaints.
 - Follow-up on student complaints and concerns with input from Program Administrator.
 - Other duties as assigned

Classification Factors

Context and Complexity

Policies and Procedures

- Must be familiar with the mission statement and vision of the University.
- Policies related to students, workplace processes and other issues must be understood and applied.
- Must be knowledgeable with dealing with confidential and sensitive issues.
- The position requires a thorough knowledge of divisions and departments of the university and appropriate referrals to these areas as needed.

Courses and Programs

- Must have excellence knowledge of programs and courses in the Faculty of Science and Technology, especially those that impact the programs in Architecture.
- Must remain current in program and course revisions, developments and reviews.
- Must have knowledge on accessing information on courses and programs on systems, such as Banner, Newton, HEAT ,DegreeWorks, and any other databases as required.
- Must be able to obtain, assess, review and verify all information related to a student's record or program of study.
- Must maintain a high degree of accuracy in gathering and recording student information.
- Must be able to independently prioritise work assignments, especially during peak periods.
- Must have excellent communication, time management and interpersonal skills, as well as the ability to deal with difficult situations.
- Must demonstrate diplomacy and tact in all interactions, especially with students, faculty, and staff.
- Must be able to make at times quick and responsible decisions.
- Must contribute to development of web repositories, such as forms and policies, FAQs etc.

Work Problems

- Must be able to interpret each situation as unique cases.
- Must diffuse situations that come across at times as stressful and difficult.
- Must demonstrate flexibility with frequent interruptions in a fast-paced environment.
- Must have good problem-solving skills, and knowledge when to act independently or seek assistance from other staff.
- Must be able to handle multiple high volume interactions, including but not limited to, telephone and email requests.
- Must demonstrate accuracy and currency in maintaining student records.
- At times, technologies and processes may change, and as a result must be prepared to train or adapt to these changes.

	<ul style="list-style-type: none"> • Errors in databases or systems will significantly impact excellent service standards and reputation of the university. • Errors in wrong advice or poor advice given to students may seriously impact the student's success in a program or course. • Poor communication will impact the university's service standards.
Authority	<ul style="list-style-type: none"> • Must exercise independent judgment under minimal supervision. • Must be able to judge prospective and continuing student needs. • Ability to resolve student problems in a professional manner or to refer students to appropriate areas, such as counselling services. • Responsible for information relayed to students, staff, external agencies is accurate and contained within university policy and FOIPP guidelines. • Where appropriate, sign off on documents and records as assigned by the Faculty office (e.g. tutor pay reports).
Contacts and Communication	<ul style="list-style-type: none"> • Contact with students, tutors, faculty, and external agencies by telephone, email or face-to-face is continual. • May have contact with confidential material that requires handling under FOIPP guidelines and policies. • Excellent listening skills to interpret the nature of contact are required. • The ability to release confidential information according to FOIPP guidelines is necessary.

Signatures for Section I

Incumbent's Signature _____

Date _____

Supervisor's Signature _____

Date _____

Section II

Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

- Undergraduate degree or equivalency and two years experience in a post-secondary setting, preferably in advising or student service. Equivalent education and experience or a combination of these would be considered.
- The ability to work as part of a team to facilitate the student's learning process.
- The ability to work independently and to be self-motivated and focussed on the job-at-hand.
- Extensive knowledge of Athabasca University policies and procedures.
- Excellent interpersonal, communication, organizational and time management skills.
- Working knowledge of Microsoft Office, Banner, Newton, and HEAT.

Signatures for Sections I and II

Department Head Signature _____ Date _____

Executive Officer Signature _____ Date _____

Human Resources Review _____ Date _____