

Graduate Academic Advisor I  
Embry-Riddle Aeronautical University

Direct Link: <https://www.AcademicKeys.com/r?job=133542>

Downloaded On: Jan. 23, 2020 12:32am

Posted Nov. 14, 2019, set to expire Mar. 15, 2020

**Job Title** Graduate Academic Advisor I

**Department**

**Institution** Embry-Riddle Aeronautical University  
Daytona Beach, Florida

**Date Posted** Nov. 14, 2019

**Application** Open until filled

**Deadline**

**Position Start** Available immediately

**Date**

**Job Categories** Professional Staff

**Academic Field(s)** Student Services  
Educational Services  
Counseling Services

**Apply Online Here** <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190674>

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**Job Description**

Embry-Riddle Aeronautical University - Worldwide announces an exciting opportunity as a Graduate Academic Advisor. The Graduate Academic Advisor counsels students in regards to degree curriculums, academic regulations, procedures, policies, interpretation of the evaluation, program changes, transfer credit, advanced standing and graduation requirements. Academic Advisors are responsible for monitoring student progress from the time of admission throughout graduation and during specific academic terms to provide guidance and assistance to students if they are having any issues. Academic Advisors provide students with information about career opportunities available through the pursuit of the different degrees and specializations. This position develops and maintains personalized degree maps and suggested degree plans to counsel and assist students with course planning. Academic Advisors counsel students on capstone projects and/or portfolios, and serve as the



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liaison between the student and the Financial Aid Office, Veterans' Affairs, Student Accounting, the Registrar and numerous other internal departments. Academic Advisors are expected to promote institutional aid initiatives and scholarships available to eligible students. The position requires independent judgment and decision making and the utilization of resources in the assessment and resolution of student issues. The Graduate Academic Advisor collects research and data on student trends pertaining to retention and academic success; conducts detailed analyses of student academic records; assists with coverage of student files when needed due to extended advisor personal leave; and is responsible for proactively contacting and assisting all Online Campus graduate applicants with incomplete status and all graduate admitted, non-matriculated students. This position assists with outreach to students with pending payments during each registration term and proactively contacts students that utilize financial aid to encourage enrollment and to assist with aid renewal each year. Advisors are expected to communicate with students proactively via telephone and email in order to promote student retention and maintain a high level of customer service.

### Qualifications

#### Required Qualifications:

Bachelor's degree in education, counseling, or related field.

(1-3) years of work related experience.

#### Required Knowledge, Skills, Abilities:

Analytical skills with an in depth knowledge of information systems and technical expertise with Microsoft operating systems, Access, Excel, PowerPoint, Word, Outlook/email, and Internet end-user applications.

Excellent verbal and written communication skills with the ability to communicate with all levels of staff, students and faculty.

Provide excellent customer service to students, co-workers, staff, faculty and other constituents.

Maintain cooperative working relationships with supervisor/manager and other staff members at all times.

Good organizational skills.

Ability to recognize and deal with priorities; recognize and perform duties not directly assigned; and assist others as needed.

Ability to learn new things and keep up with the pace of changing technology.

Ability to investigate, problem solve and take corrective action.

Maintain a positive and professional image.

Tactfully handle difficult situations and maintain composure under pressure.

Seek guidance and direction as necessary for performance of duties.

Ability to use good judgment and make informed decisions.



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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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