

Online Student Services Advisor
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=245685>

Downloaded On: Dec. 9, 2024 12:20am

Posted Sep. 24, 2024, set to expire Aug. 4, 2025

Job Title	Online Student Services Advisor
Department	School of Social Work
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Sep. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services
Job Website	https://www.ubjobs.buffalo.edu/postings/53015
Apply By Email	
Job Description	

Position Summary

Under the general direction of the Assistant Dean for Student & Academic Affairs, the responsibilities of the Online Student Services Advisor include, but are not limited to, supporting the successful transitions of new students into the [School of Social Work](#)'s fully online MSW programs; developing programming to support online student success and retention; advising online students on academic requirements, school/university policies and procedures, and relevant state licensure/certificate requirements; supporting online students to persist towards graduation; and fostering a sense of community among online students.

In conjunction with other staff and faculty as appropriate:

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- Advise online MSW students regarding program information, procedures, academic requirements, and licensure/certification requirements. Triage online student concerns and review and address registration issues. Serve as the initial point of contact for online students in need of support.
- Develop and implement orientation programming and academic support initiatives specific to the online student population, addressing their unique needs related to time management, academic skill development, and readiness for graduate-level learning.
- Conduct program assessments and plan events to build a sense of community among online students.
- Conduct mid-semester outreach to online students at risk of failing coursework.
- Assist online students with navigating university student support services from a distance.
- Guide online MSW students in clarifying professional career goals through programming and individual advisement.
- Support online recruitment initiatives including marketing planning and implementation and online/virtual information sessions.
- Facilitate efforts to make schoolwide events and programs accessible to online students, ensuring they have the same opportunities for engagement and participation as on-campus students.
- Support school faculty and staff across units with reaching and connecting with online students.
- Collaborate with the Faculty Liaison for Racially Underrepresented Students to develop programming and resources in support of racially underrepresented online students.
- Perform other duties as assigned.

Outstanding Benefits Package

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Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about our [benefit packages](#).

About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Master's degree in Higher Education or related field and experience working with students in a college or university setting.
- Excellent written and verbal communications skills, public presentation skills, and strong computer skills are essential.

Preferred Qualifications

- One or more years' experience working with students in a college or university setting.
- Experience with online education and academic advising.
- Experience working with graduate students, adult learners, and/or online students.
- Knowledge of student development theory.

Contact Information

Please reference Academickeys in your cover letter when



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applying for or inquiring about this job announcement.

Contact

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