

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

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

Downloaded On: Jul. 21, 2025 5:29pm

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

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

### 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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