Academic Advisor, Professional & Continuing Studies ACCESS Center

Location: Newark, 501 South College Avenue campus
Deadline: Open until filled, applications reviewed daily
Position Details: This is a part-time 20-29 hours per week, non-benefitted position.

CONTEXT OF THE JOB:
The Professional & Continuing Studies Student Services ACCESS Center is the source for information, academic advisement, career counseling, credit registration assistance, and resources for prospective University students, current Continuing Education non-degree students (CEND), and members of the community. The diverse reach of the ACCESS Center includes high school students, new and current CEND students, returning UD students, prospective transfer students, individuals interested in undergraduate and graduate programs, UD employees, those seeking career exploration and noncredit professional development opportunities, and Delaware residents interested in the Over-60 Program. The Academic Advisor provides information, advisement, and credit registration assistance to these populations and works closely with other University offices to assist and support CEND student success. The Academic Advisor is knowledgeable in degree requirements, academic policies and procedures, and campus resources. The Academic Advisor possesses strong interpersonal and communication skills and is able to work effectively with diverse, multi-generational constituencies within the University and the broader community.

JOB DESCRIPTION:

• Provide academic advisement to current and potential Continuing Education students, prospective transfer students, and those interested in undergraduate and graduate programs, including information on UD policies and procedures, programs, and requirements; criteria and process for admission/readmission to the University; course selection and registration.
• Provide academic advisement to students who have been academically dismissed and are taking courses toward readmission. Actively monitor their progress through emails and appointments to promote student success, utilizing the Blue Hen Success Collaborative in support of this goal.
• Complete unofficial transcript evaluations and curriculum reviews for prospective transfer students, supporting the University’s recruitment efforts through information and advisement on degree programs and the admissions process.
• Utilize knowledge of UD resources to proactively connect students to campus supports and services such as the Office of Academic Enrichment and Office of Disability Support Services.
• Provide assistance and support to front desk operations, including credit course registration for CEND students and matriculated students taking online courses. Respond to email inquiries within the ACCESS Center advisement box.
• Provide information and assistance to individuals interested in PCS noncredit professional development programs.
• Represent the ACCESS Center at University and outside events to support PCS outreach efforts.
• Perform other job-related duties as assigned.
QUALIFICATIONS:

- Bachelor’s degree in student personnel, counseling, or a related discipline required; A minimum of one year of student advisement experience.
- Strong organizational and interpersonal skills.
- Ability to communicate effectively and interact with University-wide constituencies to resolve issues and assist prospective and current students.
- Knowledge of UDSIS, BHSC, and University academic policies and procedures preferred.
- Ability to work with diverse, multi-generational constituencies within the University and the broader community.
- Strong judgment and independent decision-making skills in addressing student issues.
- Flexibility to work during the day and some evening hours.

Compensation: This is a part-time, miscellaneous wage position with no university benefits. Compensation commensurate with experience. No more than 20-29 hours weekly.

To Apply: Email cover letter, resume, and three references to mparnell@udel.edu.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an equal opportunity/affirmative action employer and Title IX institution. For the University’s complete non-discrimination statement, please visit https://www.udel.edu/home/legal-notices/