#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Academic Transitions Advisor

**Job Number:** A-488 | VIP: 1954

**Band:** OPSEU-7

**Department:** Colleges

**Supervisor Title:** Manager, Collegiate Academic Supports

**Last Reviewed:**  November 15, 2023

#### **Job Purpose:**

Reporting to the Manager Collegiate Academic Supports and working closely with the Academic Advising and Skills teams, the Academic Transitions Advisor supports undergraduate students at key transition times. These include but are not limited to before and during their first semester, focused on course and program selection and changes; after midyear review, focused on providing resources and referrals to campus partners and other periods of transition.

#### Key Activities:

##### Student Transition Support

* Assists in the research and development of programming and resources to increase the student support capacity of peers, staff, and faculty, and to enhance the overall student support network on campus.
* Works to ensure seamless academic transitions, based on sound research and best practices, through multiple student transitional points including, but not limited to: New Student Orientation; Orientation Week; between 1st and 2nd year; and during significant life transitions.
* Identifies the needs of students and develops and delivers student workshops, information sessions and events based on these needs.

##### Student Recruitment

* As required, provides comprehensive information about the University’s undergraduate degree programs, and associated special programs and opportunities as well as detailed admissions information.
* Works in conjunction with the Recruitment and Admissions Office to identify and support effective liaison strategies for recruitment.
* Attends and participates in open house events and other recruitment strategies.

##### Individual Academic Advising

* Advises students in transition periods regarding course and program selection, current academic standing, and degree requirements. Assists students in developing knowledge, capability and self-reliance related to their educational pathways and choices. Advising may be accomplished through student appointments, group sessions, seminars, collaboration with other services, video conferencing, and online web-based communication.
* Monitors student enrolment status and records.
* Assists students in their understanding of university processes and academic regulations, policies, and requirements.

##### General

* Liaises closely with the Academic Advisors and Academic Skills instructors to provide consistent and seamless support.
* Triages general advising email as needed.
* Maintains professional development through membership and active participation in relevant organizations.
* Sits on relevant committees and runs relevant special projects upon request.

#### Education Required:

* Honours Undergraduate Degree
* Additional credentials in Counselling and/or Mental Health Support are assets.

#### Experience/Qualifications Required:

* A minimum of one (1) year of experience working with students in a post-secondary setting.
* Demonstrated experience supporting primarily undergraduate students around course planning, academic regulations, and degree requirements.
* Demonstrated experience with students who have experienced academic difficulty and/or difficulties with degree progression.
* Demonstrated understanding of post-secondary structures, academic policies, procedures and regulations, and student needs and supports.
* Demonstrated communication and interpersonal skills in individual and group settings; active listening skills; teaching/presentation skills; strong writing skills are all required.
* Demonstrated ability to work effectively with a diverse student body in a cross-cultural environment.
* Demonstrated ability to work independently in a multi-tasking environment that requires a high level of adaptability, combined with excellent teamwork.
* High level of organizational skills.
* Strong computer skills including familiarity with Microsoft Office suite, student databases.
* Willingness and ability to be flexible with hours and location (ex., position may require some evening and weekend work and may require working in multiple and/or shared office spaces).

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

**Communication**

* Requires ability to synthesize and summarize complex information for clear dissemination to a large variety of diverse audiences including students, staff, faculty, and general public (including lifelong learners).
* Requires frequent consultation with other offices.
* Communication in this position both verbal and written requires tact and diplomacy
* Internal Contact:
* Students
* Faculty
* Staff
* Academic departments (Graduate & Undergraduate)
* Non-academic (Housing, Student Affairs, Facilities Management, All Colleges, Careers, Wellness, Registrar, Risk Management & Security, Finance, Payroll, IT, Alumni Affairs & Parking etc.)
* External Contact:
* Community/Public
* Parents

**Effort**

Mental:

* Multiple competing demands
* Organizing tasks
* Sustained Concentration – constant interruptions, requests, and newly emerging issues
* All tasks requiring attention to detail
* Multitasking
* Sustained Attention
* Ability to self-regulate

**Working Conditions**

Physical:

* Neck, back and eye strain

Psychological:

* Work interruptions
* Deadlines/time pressures/changing deadlines
* Conflicting work priorities
* Multiple competing demands
* Lack of control over pace of work
* Lack of privacy
* Dealing with complaints and frustrated people