



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Academic Advisor
<b>POSITION NO.</b>	502906
<b>LOCATION</b>	Warwick/Knight
<b>REPORTS TO</b>	Student Success Coach Leader
<b>GRADE</b>	PSA 08
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	None
<b>LIMITATION (if applicable)</b>	N/A
<b>REVISION DATE</b>	December 2021

---

**JOB SUMMARY:**

To provide developmental and educational assistance to students in the general population and assigned cohorts, including but not limited to individual and group advising, testing and assessment, new student registration, transfer and engage in outreach campaigns in an effort to assist them with their educational planning, academic success and to meet graduation and/or transfer goals. To do related work as required.

**DUTIES AND RESPONSIBILITIES:**

**Commitment to CCRI's Mission**

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others to provide quality customer service in a diverse, inclusive and student-centered environment with students regardless of race/ethnicity, gender identities, gender expressions, sexual orientation, socio-economic status, age, disabilities, religion, regional background, Veteran status, citizenship status, nationality, and other diverse identities life experiences and learning styles.

**Advising, Counseling & Testing**

- To provide developmental and educational assistance to students in the form of direct advising that includes conducting intake interviews and advising in areas aimed at improving educational skills, as well as assisting students with academic major. To provide individual and group advising services for a variety of academic issues.
- Maintain a general understanding of Satisfactory Academic Progress (SAP) policies and procedures in order to effectively assist students who are in violation of federal SAP Guidelines.
- Assist students in identifying semesters that triggered ineligibility and provide information to students about the Financial Aid Appeals processes and procedures; collect and forward the financial aid appeal package from student to a Student Development Counselor for review, counseling and recommendation.
- Provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
- Participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
- Effectively utilize de-escalation techniques as required.
- Ability to assist students in the interpretation of ACCUPLACER test results, prerequisites, developmental education, degree and transfer requirements.
- Advise students on course selection, the transfer process and other related advising functions.
- Review JAA application for complete and accurate information in order to determine if student is eligible for the program
- Maintain confidential student records.

**Student Focus**

- Assist students in the registration lab as directed.
- To present at workshops in the areas of student success strategies, time management and college transfer

opportunities.

- Thorough knowledge of the procedures required to provide comprehensive testing to all individuals pursuing various assessment options through CCRI testing centers and at off-campus locations.
- Assist students in the following areas: Improving effective communication, study skills and strategies and coping with academic demands.

**Technical Knowledge**

- Proficiency in BANNER, SIGNAL VINE, College Scheduler, Starfish, EXCEL, LINPHONE a plus.

**LICENSES, TOOLS, AND EQUIPMENT:**

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Associate's Degree with a concentration in Psychology or related field required, or five years of relevant work experience.
- Excellent oral and written communication skills demonstrated with a strong teamwork commitment
- Office experience

**PREFERRED QUALIFICATIONS:**

- Bachelor's Degree in Psychology or related field
- Must be able to pay conscientious attention to detail and handle multiple priorities.
- Must be able to maintain the strictest confidentiality of information.
- Bilingual
- A thorough knowledge of Satisfactory Academic progress (SAP) federal financial aid requirements
- A thorough knowledge/experience of testing procedures and interpretation of assessment results
- Advising experience in higher education environment

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.