

University of South Carolina Job Description

EMPLOYEE NAME:		EMPLOYEE ID:		Campus: Columbia	
Class Code: CB75 Rate C	Slot: 1234	County: 40 Richland/Columbia			SOC CODE: 11-9151
Supervisor Class/Class Code/Slot:		Approved Class Title: Student Svcs Mgr I: Program Manager for Academic Coaching and Undergraduate Studies		FLSA: Exempt	
Position Number:		State Funding: 100		Federal Funding: 0	
Other Funding: 0		Full Time/Part Time: FT		Hours/Week: 37.5	
Base # of Hours: 2080					

Job Purpose:

The Program Manager for Academic Coaching and Undergraduate Studies in the University Advising Center manages, develops, assesses, and implements advising functions related to Academic Coaching (AC) initiatives and the Undergraduate Studies (UGS) program.. The Program Manager ensures that AC and UGS initiatives anticipate and meet the needs of at-risk student populations and students in academic transition. Working in close collaboration with the Associate Director, the Program Manager manages multiple levels of policy implementation and advisement procedure, regularly communicates with 11 colleges/schools and dozens of campus offices, and assures the highest level of advisement service for over 4,000 students per year. Serves on UAC Administrative Team.

Order of Importance	Essential Tasks?	Functionality	Job Duty	Frequency	Percent of Time
1	Yes	Manage Academic Coaching and Undergraduate Studies program	Manage and implement advising functions related to Academic Coaching (AC) and the Undergraduate Studies (UGS) program. Oversee implementation of mandated student populations, including but not limited to policies specifically outlined in the Academic Bulletin. Implement, monitor, and assess new and existing intervention strategies with student populations. Develop, manage, and implement communication plans for outreach to student populations mandated, through University policy and/or partnership. Oversee probation and suspension notification procedures, AC compliance, and enrollment tracking. Manage reassignments and dismissals into UGS, including advisor assignments, advisor caseloads, and curriculum change requests. Manage academic recovery holds for AC mandated students. Serve on UGS suspension appeals committee. Stay abreast of current issues and trends related to college students' academic success and retention through active professional development. Partner with college/schools and campus offices to ensure robust implementation of AC and UGS initiatives. Manage webpages and web resources for AC and Undeclared students. Stay abreast of trends related to major choice and career opportunities.	Daily	50
2	Yes	Advising	Provide Academic Coaching, Undergraduate Studies Advisement and exploratory advisement to	Weekly	40

			undergraduate students on a regular and as-needed basis. (An average of 175-200 hours per semester). Learn curriculum and program requirements for all majors/minors/focus options at USC including academic regulations, university policies/procedures. Effectively use advising technologies, including EAB Navigate, DegreeWorks, and SSC. Serve on-call weekly, attend weekend/night events as needed, and provide general support to team. Demonstrate mastery of Tiers I-IV skill sets. Hold office advising hours in evenings and on weekends as needed.		
3	Yes	Training for Academic Coaching and Undergraduate Studies advising	In conjunction with the Associate Director, develop and implement regular trainings for Academic Coaching. Train EA staff on best practices, including but not limited to self-assessment use and analysis, major interest exploration, and the incorporation of My UofSC Experience. Assist in the development of Tier III and IV criteria and implementation.		5
4	Yes	Assessment	Assess AC and UGS services, including fill rates, post-appointment surveys, student trend data, student success metrics, and compliance rates and provide recommendations for program changes based on student feedback. Review results of post-appointment surveys, providing feedback to Associate director and Academic coaches as needed. Follow-up with individual students who may need additional support. Develop reports to evaluate impact of AC and UGS services on undergraduate student retention Develop an AC and UGS impact report for campus partners relevant to their student population.. Other duties as assigned.	Monthly	5

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Minimum Qualifications:

Master's degree in Student Services or related field and 3 years related experience, or bachelor's degree and 5 years related experience.

Preferred Qualifications:

Master's degree. Related experience in academic advising is preferred. UAC Advisor Tier II or above.

Knowledge/Skills/Expertise:

Ability to organize, plan, and facilitate various advising services related to students' academic success is critical. Must have excellent oral and written communication skills. Ability to prioritize requests, meet-time sensitive deadlines, and communicate clear and accurate information to University constituents. Some night and weekend work may be required. Ability to use a computer and keyboard for extensive periods. Ability to speak and listen effectively.

Mental Demands: strategies

Confidentiality

Detailed Work

Reasoning

Stress

Training

Verbal Communication

Written Communication
Reading Blue Prints
Analytical and Problem Solving

Additional Mental Demands:

Physical Demands:

Attendance	Sitting
Standing	Walking
Writing	Carrying loads up to 25 lbs

Additional Physical Demands:

Please Select Any and All Equipment Needed to Perform the Duties:

Computer and Peripheral Equipment
Copier
Telephone
Fax
Scanner

List Any and All Additional Equipment Needed to Perform the Duties:

Describe the guidelines and supervision an employee receives in order to do this job, including the employee's independence and discretion: The Program Manager for Academic Coaching and Undergraduate Studies reports to the Associate Director of Exploratory Advising.

Supervisor's Comments: