**Title: Student Success Advisor for Undergraduates  
Report To: Director of Student Success and Educational Technology**

**Job Definition:**  
The advisor will primarily focus on increasing student retention and graduation rates while improving overall satisfaction for undergraduate students. The role involves creating an environment and supporting policies that promote academic success. The advisor achieves this by cross-functional services in the areas of admissions, academic advising, registration, financial aid, billing and payments to current and prospective students. The advisor will offer pro-active and on-the-spot, independent student support and problem resolution in a broad range of areas and issues to ensure that most students’ questions are answered and problems are solved.

The role will support the mission of Holy Apostles College & Seminary and contribute to the overall success of the institution through a respectful, constructive, and energetic style, guided by the Charism and Mission of the College and Seminary and the Society of the Missionaries of the Holy Apostles.  
  
**Duties and Responsibilities:**

**Student Success – 75%**

* Controls self-enrollment privileges for students
* Committed to researching and adopting higher education best practices to increase student engagement, retention, graduation, and satisfaction
* Works to welcome back non-continuing, leave of absence, or previously withdrawn students.
* Support student groups and other non-curricular, online student activities
* Provide customer service via phone, email and click to chat to current students
* Advise students and parents regarding financial aid, payment and billing questions
* Helps investigate appeals, waivers, and petitions as well as supporting documentation to make decisions, and evaluate and complete unusual appeals to include
* Advise students on a variety of issues on enrollment, registration, and graduation requirements.
* Monitors policy, procedure, and student changes, and to ensure accuracy. Participates in developing and implementing new initiatives and programs
* Each semester meet with all students to advise on course selections, graduation requirements via phone, email, and video conference appointments
* Release student invoices after finalizing registration
* Practices proactive advising, identifying and contacting students with unsatisfactory work, failing grades, missing assignments, and attendance concerns
* Regularly connects with at-risk and probationary students
* Approve and advise students on all designated educational transactions (pre-registrations, registration, schedules, add/drops, withdrawals, change of major, graduation requirements, leave of absences, etc.)
* Acts as Accessibility Coordinator by working with all accessibility student requests and facilitate and ensure faculty cooperation with approved academic accommodations

**Recruitment and Admissions – 25%**

* Recruiting potential applicants through phone calls and email correspondence etc.
* Assisting and encouraging applicants with completing applications. This includes keeping track of and communicating documents needed, processing transcripts, FERPA release forms, other pertinent documents
* Hosting virtual open houses/webinars, and occasional travel
* Evaluate transfer coursework and load transfer courses
* Provide customer service via phone, email and click to chat to prospective students
* Perform all other duties as assigned by the administration.