

Kessler Provost Scholars Program Academic Coordinator (Student Services II)

The University of Pittsburgh is seeking an experienced, positive, conscientious, student-centered advising professional to join us in our effort to prepare students for lives of impact by connecting them with educational experiences tailored to their specific goals and needs. The Academic Coordinator of the Kessler Provost Scholars Program is a member of the Undergraduate Studies Student Success Team in the Office of the Provost and this position reports to the Director of Student Success. The Kessler Provost Scholars Program is an inaugural program at Pitt, meant to provide “holistic academic, financial, and social support to exceptional students who are among the first in their family to attend college, helping them forge their own path and achieve their dreams.”

The Academic Coordinator serves as an experienced academic support liaison for a caseload of diverse students, using advanced student success knowledge, theory, and practical advising experience to help them identify academic and career goals. The Academic Coordinator helps students interpret and apply school and University policies and uses an established network to connect students to helpful resources and services. The Academic Coordinator will facilitate and plan Kessler Scholar, Provost Scholar, Provost Academy, and university-wide academic sponsored activities, including, but not limited to the Academic Success Academy. The Academic Coordinator will have advanced experience with advising-related software packages and must be adaptable to new technologies. The Academic Coordinator will conduct needs assessments, provide holistic academic coaching, and coordinate educational enhancement activities and interventions for Kessler Scholars, Provost Scholars, and other identified students in order to meet program objectives.

The Academic Coordinator must be a committed advocate for a diverse student body. Special consideration will be given to candidates with experience serving underrepresented student populations, including first-generation and lower-income college students. The Academic Coordinator must also have a clear understanding of the barriers encountered by minority and underserved individuals.

The position requires patience, flexibility, energy, and a sincere desire to assist students. Excellent organization, communication skills, timeliness, cooperation, collaboration, and accuracy are essential. Incumbent must be willing to take leadership roles among peers on projects and programs as assigned by supervisor. As such, teaching, programming, and/or public speaking experience is desirable. The incumbent must demonstrate the ability to prioritize and manage multiple simultaneous demands and must be able to balance student needs with administrative, creative, or project-driven responsibilities.

Bachelor’s degree required; Master’s degree in higher education, student personnel, psychology, counseling, or related area is preferred. Three (3) years’ experience in advising, student services, and/or support programs or related work required. Two (2) years’ experience planning and conducting workshops and training programs required. Experience with Microsoft Office and Excel, working within databases and extrapolating data for reporting purposes a must. Experience in working with diverse undergraduate student populations a must. Excellent oral, written, and interpersonal communication skills, participating in a team environment, giving presentations, and knowledge of MS tools is a plus. Previous experience with student success technology (e.g., EAB) a plus.

Responsibility/Duty 1: Advise and coach a caseload of diverse students (30%)

- Monitor the academic progress of students through regular contact with participants and faculty mentors, assessment tools, and academic counseling.
- Facilitate student needs assessments and provide individual academic coaching.
- Connect students to campus resources and services.
- Use advising-related systems and technologies.
- Maintain students' confidentiality and right to privacy in accordance with university policy and local, state, and federal laws.

Performance Standard:

- Able to quickly establish and maintain rapport with students.
- Demonstrate advanced knowledge, understanding, and use of holistic, prescriptive, and intrusive advising methods.
- Able to communicate in a culturally inclusive and competent manner.
- Demonstrate advanced knowledge, understanding, application, and analysis/interpretation of school and university academic policies and procedures.
- Demonstrate advanced knowledge of advising approaches and use them to inform daily work.
- Able to articulate a personal philosophy on academic advising and how it supports the mission and vision of the advising unit.
- Has developed a cross-campus network that enables quick identification of campus support services/resources and appropriate referrals.
- Advanced ability to incorporate career advising into academic discussions.
- Completion of FERPA training; able to apply FERPA in daily work.
- Holds or willing to obtain coaching certification (e.g., Gallup Clifton Strengths).

Responsibility/Duty 2: Coordinate and facilitate cohort-based activities (30%)

- Coordinate and implement Kessler Scholars, Provost Scholars, Provost Academy, and university-wide academic programing, recruiting speakers/collaborators, matching mentors, establishing the schedule and activities, approving travel for experiential opportunities, making arrangements for the use of campus housing/dining/facilities.
- Prepare reports and assessment strategies.

Performance Standard:

- Must have an excellent understanding of student success research and practice in higher education, particularly for first-generation, limited-income and underrepresented minority students.
- Must be able to multi-task projects and meet deadlines.
- Establish and maintain rapport with colleagues.
- Must have excellent project planning and organizational skills.
- Attention to detail.

Responsibility/Duty 3: Facilitate academic support and interventions (20%)

- Facilitate academic support and tutoring for Kessler Scholars, Provost Scholars and additional identified populations of students.
- Coordinate educational enhancement activities.
- Coordinate and implement early progress reporting and academic outreach.
- Prepare reports for data-informed decisions to meet grant program and unit objectives.

Performance Standard:

- Critical that individual remains current with advances in the field of technology.
- Must have excellent communication skills.
- Attention to detail and excellent organizational skills.

Responsibility/Duty 4: Support unit operations (10%)

- Represent the unit in discussions with decision makers; represent the unit in formal presentations and communications to national partners.
- Supervise student interns, tutors, and peer mentors.
- Exercise good judgement and sound decision making with regard to all professional responsibilities, maintaining confidentiality and discretion as appropriate, especially when privy to sensitive, emergent, and/or non-public information.

Performance Standard:

- Identify strengths, weaknesses, and opportunities and volunteer possible solutions.
- Demonstrate analytical skills and problem-solving ability.
- Demonstrate excellent communication skills (writing, speaking, presenting).
- Demonstrate leadership and management skills.

Responsibility/Duty 5: Other responsibilities as assigned (10%)

Performance Standard: Must be willing and able to assist with any ad hoc request as necessary. This will require the ability to prioritize work, especially during times of critical needs.

Minimum Education Level Required

- Bachelor's Required; Master's Preferred

Minimum Related Experience Level Required

- 3 years of experience.

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- Three (3) years' experience in student services / support programs or related work required.

Amount of supervision required

- The candidate reports to the Director of Student Success.

Analytics skill required

- High degree of project coordination and planning is required. Knowledge of MS tools and student success technologies a plus.

Level of budget volume

- None

Impact of actions carried by this person

- Handles highly impactful and sensitive material. Significant negative impact could occur if candidate distributes erroneous information, violates FERPA, or does not interact with others tactfully. Errors could lead to significant cost and inconvenience to immediate office and outside units.

Supervisory responsibilities

- Candidate will supervise student interns, tutors, and peer mentors.

Score of human resources impact

- None

Level and nature of internal contacts

- Regular contact with staff in Office of the Provost, Undergraduate Studies, Academic Team. Frequent contact with Student Affairs and advisors, faculty, and staff in academic units across the University.

Level and nature of external contacts

- Candidate will have some contact with Kessler Scholars Collaborative. Candidate will establish relationships with colleagues at peer institutions to support their job responsibilities.

Level of decision-making

- The candidate will play a role in guiding decisions related to the design and development of the Kessler Provost Scholars Program at Pitt.

Essential Functions**Description and Frequency of Physical Effort**

- Generally in-person responsibilities, including advising, planning and participating in workshops and student events.
- Some travel for professional development.

