### LEVEL DEFINITION
This level covers positions responsible for providing academic and non-academic advice and guidance for a number of programs or coordinating a number of programs in a specific area.

### TYPICAL RESPONSIBILITIES
May include: advising students across areas such as admissions, course selection, transfer credits, housing, degree completion, support services, tuition, financial assistance, scholarships, awards, job search, study abroad, etc; assessing whether courses selected are appropriate for students' career or academic goals, approves course selection; adjudicating student records, internal transfers, readmission and appeals; assessing academic progress to determine academic year standing and promotion, including eligibility for graduation; coordinating administrative or operational services and/or programs including: recruitment, orientation, professional development and training; assisting in the development of program assessment and evaluation tools; coordinating placements and practica with employers and community partners; facilitating recruitment and outreach events, workshops and training sessions.

### DECISION MAKING /LEVEL OF ACCOUNTABILITY
Problems are mostly related to the program and/or service, and can typically be resolved by applying the appropriate university guidelines, policies, and procedures.

Resolves general issues, and escalates/refer more complex issues to senior staff or may resolve them in collaboration with others. Exercises judgment and initiative to analyze facts and select the best known solution.

Accountability for the accuracy and reliability of the work.

### SUPERVISION RECEIVED
Works independently under general direction.

Work is reviewed in terms of effectiveness of services provided and conformity with University policies and guidelines.
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<th>SUPERVISION EXERCISED</th>
<th>May manage students or support staff.</th>
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| LEVEL OF COMMUNICATION| Asks probing questions and ensures understanding of policies and procedures.  
Communication often requires adjusting communication style to different audiences, tailoring comments and advice to individual circumstances, and exercising tact to ascertain and discuss issues and deal with difficult interactions.  
Establishes and maintains relationships in seeking and sharing information and opinions.  
Explains context of situations, asks questions with follow-ups, or solicits advice from peers or experts in unusual circumstances. |
| KNOWLEDGE             | Knowledge is concentrated on a number of programs or services, typically in a department.  
Specialized knowledge of a specific discipline or subject matter as it relates to the area(s) of focus and directly related university policies, processes, and systems which are generally well defined. |
| MINIMUM QUALIFICATIONS| Undergraduate degree in a relevant discipline.  
Minimum of one to two years of related experience, or an equivalent combination of education and experience. |

**Updated:** July 1, 2018