

## **Coordinator/Senior Coordinator for Academic Advising (Rank Open)**

### **Duke Kunshan University**

#### **Job Description**

##### **Position Overview:**

Duke Kunshan University (DKU), located in Kunshan, China is embarking on the next phase of their ambitious plan to provide a student-center Liberal Arts research education experience to their first undergraduate class in Fall 2018. In preparation, DKU is looking for candidates with experience in several areas critical to the mission of the university. Duke Kunshan University is a 21st century university with a highly integrated and interdisciplinary curriculum.

Reporting to Associate Dean for Academic Advising, the Coordinator/Senior Coordinator for Academic Advising helps coordinate the academic advising for UG students, manages advising systems and records, and provides administrative support to the Associate Dean for Academic Advising. This position will also work collaboratively with the Sr. Coordinator for Academic Success who coordinates the operations of the Academic Resource Center, to ensure quality student advising experience and academic success.

##### **Reports to:**

Associate Dean for Academic Advising

##### **Essential Duties:**

Supports undergraduate progress to graduation by providing advising and administrative services to new and continuing students inclusive, but not limited to:

##### **Advising Systems and Records (30%)**

- Maintain and update advising reports and degree requirements configurations in Student Information System (SIS).
- Work with the Associate Dean for Academic Advising in making student advisor assignment and monitor Advisor Loads and Advisee Assignments.
- Develop and manage advising appointment scheduling and tracking system.
- Maintain records of student advisors and advisees.
- Provide project management and serve as a liaison between academic advisors, academic division chairs, study abroad office, and other university student support office (e.g., residential life, counseling).
- Work with the Registrar's Office to plan the student course registration process.

- Manage the Academic Alert process and Academic Coaching initiatives.
- Analyze and prepare advising reports as requested.
- Work with the Associate Dean for Academic Advising on unit assessment and budget.
- Maintain active knowledge of the DKU's integrated and interdisciplinary liberal arts curriculum.

#### **Academic Advising Administration (20%)**

- Participate in advising operations (e.g., New Student Orientation, Major Declaration, Campus Days, Tutor Training, Faculty and Advisor, Website, Orientation, Advisor and Student Recognition, Academic Advising Planning)
- Maintain good understanding of university operations and procedures
- Provide administrative support to the Associate Dean for Academic Advising. Administrative support responsibilities will vary on the needs of the unit leadership but will include tasks such as expense reimbursements, scheduling appointments, travel arrangements, purchase requests, managing new initiatives, office operation and coordination, maintain records, 4-year student-development experience, programming, university/unit systems, complete assigned errands, strategic planning, and project development for the Associate Dean for Academic Advising
- Participate and provide leadership to other projects and committees as assigned.

#### **Faculty Advisor Support (e.g., Advising, Training, Communication) (30%)**

- Work with and inform faculty advisor of university policies, advising systems, and processes such as general advising practices, monitoring student progress (SIS Advising Reports), assisting students with exploring academic options, coaching students in academic difficulty/challenges.
- Develop faculty advisor orientation, Advisor Manual, on-going workshops, informational, and training programs.
- Provide support (e.g., email communication and in-person meetings) to faculty and professional advisors, and identify resources to enhance the student-advisor experience.

#### **Student Advising (20%)**

- Promote global diversity, cross-cultural communication, and inclusivity Works closely with students to help identify various academic options including majors, extracurricular activities, study abroad programs, research, and professional field experience.
- Advise a small caseload of students, connect students with academic, and personal resources, and help them navigate their academic, professional, and personal goals
- Provide mentorship and coaching to professional academic advisor staff
- Promote leadership and consultation to academic advising programs for specific student interest groups, such as Pre-Health, Pre-Law, and Fellowship Advising

- Support/develop academic presentations and student enhancement activities
- Provide oversight to the Peer Mentor Program and supervise student peer mentors
- Other duties and special assignment.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

**Secondary Duties:**

Under the direction of the Associate Dean, provide leadership and co-supervision to undergraduates and contract staff (e.g., Undergraduate Student Staff, Peer Mentors, Interns, Student Assistants, and Academic Coaches) as assigned. This position will require some nights and weekend responsibilities.

**Required Qualifications:**

- Bachelor degree required, and master degree is preferred.
- At least 1-2 years of prior work experience for the Coordinator role and 3-5 years of prior working experience for the Senior Coordinator role in one or more of the following: advising, student recruitment/retention, student affairs, related student services; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
- Education, Teaching, Reading, Student Affairs, Diversity, Learning & Accessibility Services, Higher Education, Student Affairs, Additional fields may be considered with combination related work experience.
- Effective English written and verbal communication skills.
- Experience in coordinating and prioritizing work and activities of self and others.
- Possesses strong organizational, administrative and good people skills.
- Ability to work with a diverse student, faculty community is essential.
- Proven ability to work effectively as a team player; highly motivated, focused and results oriented.
- Ability to manage multiple tasks according to required deadlines, and maintain composure under high stress conditions.
- Ability to be optimistic, positive and supportive in all interactions with others.
- High level of accuracy and attention to detail.
- May be required to work occasional evening/weekend hours.
- Knowledge of student learning strategies and learning outcomes.
- Strong supervisory skills and project management.

- Recognize and respect diversity/cross-cultural communication.
- Possess interpersonal, written, and group presentation skills.
- Ability to manage large amounts of information and detail-oriented.
- Strong computer skills (e.g., web browsing, student software, college databases) and PC applications (e.g. , Outlook, Word, Excel, Access, and PowerPoint).
- Working knowledge of university culture and operations.
- Comfortable with social media (e.g., WeChat, LinkedIn).