

Alverno College
Non-Exempt Position Description

Position Title: Advising Administrative Specialist and Office Coordinator **Date:** January 2024

Department: Academic Advising **Status:** Full-time/12-month

Reports To: Director of Academic Advising **Pay Grade:** Non-Exempt

Alverno College, located in Milwaukee, WI is a private, liberal arts, Franciscan institution with more than 130 years of experience equipping students with in-demand skills to achieve personal and professional distinction. Alverno is a pioneer in hands-on, experiential learning that is immediately applicable to the work and personal lives of students. Alverno is Wisconsin's first Hispanic-Serving Institution and is one of the state's most diverse and inclusive schools. At the core is Alverno's undergraduate program for women that is rooted in a unique ability-based curriculum. Alverno has expanded their mission to also offer graduate and adult programs for both women and men.

**General
Summary:**

Serve as a collaborative and supportive member of the Academic Advising Office by using strong communication, problem-solving and relationship-building skills. As the primary front office coordinator for the Advising Office this role oversees the details of day-to-day office functions, including supervision of student employees. This position takes the lead on providing logistical and technical support for a wide range of administrative processing. This position will serve as primary contact for some undergraduate students seeking re-admission to the college. This role requires a blend of strong technical/data analysis skills as well as excellent customer relationship/service abilities.

Primary Responsibilities

Office Coordination and Logistical Support 20%

- Serve as primary receptionist for Advising Office, maintaining an attitude of service, hospitality and professionalism in responding to phone, email and in-person contacts.
- Respond to email messages submitted to the general advising email address in a timely manner.
- Refer/direct students/faculty/staff to most appropriate office/resource as needed.
- Maintain Outlook calendar for office by scheduling department meetings and coordinating other meetings, events and activities.
- Regularly inventory, organize and order office supplies. Process purchase orders for department.
- Provide general administrative support for the Advising team as assigned/needed. This may include running reports, creating spreadsheets, coordination of special projects, processing forms, data entry of student information and official file maintenance.
- Oversee regular mailroom pick-up and delivery of items to the Advising team. Coordinate outgoing mail.
- Participate in departmental meetings. Responsible for recording and distributing Advising staff meeting minutes.

Administrative/Technical/Project 40%

- Utilize a complex student information database system to record/enter accurate student-related data. Manipulate and analyze data related to student progress. Generate detailed reports and export raw data to create user-friendly tables/charts in Excel and other formats.

- For all student populations (undergraduate, graduate and cohort), provide extensive technical and administrative support/leadership for the coordination of academic status review, the processing of status notifications via mail merge and the recording of academic status in the student information system.
- Collaborate with Advising Director to identify and flag students that require a registration hold.
- Manage digital files for incoming undergraduate students, ensuring appropriate assignment of programs and advisors; maintaining strong flow of communication between all relevant divisions to make certain students are receiving excellent onboarding.
- Oversee and take lead on the entry of/processing of all student leaves, withdrawals, cancels and delays.
- Collaborate with Registrar's Office by assisting/taking lead of the processing of change of major/programs for undergraduate students.
- Coordinate the transition of students from a professional advisor to a faculty advisor. Assist/support Assistant Director with ADV 299 Event.
- Oversee and lead updating of Advising webpage.

Student Support/Relationship Building 30%

- Communicate with potential undergraduate readmit students, providing support for their individualized needs, requirements, options and resources. Manage readmission process in coordination with offices of Admissions, Financial Aid, Student Accounts, Technology Services. Assign students to programs and advisors; manage flow of processing and communications.
- Provide administrative and logistical services to all students enrolling in the Alverno Accelerate program. Maintain information flow about the onboarding status of potential new students through meetings and electronic communications. Register new students for their first term courses.
- Hire, train and supervise Advising Office student employees.
- Assist with outreach to not-registered students and those that are on a leave of absence.
- Take lead on producing monthly advising newsletter geared toward first-year students. Also provide articles on behalf of Advising to the ACCESS family-focused newsletter.
- Assist with continuing student registration promotion.

Other Responsibilities 10%

- Support the overall functions of the Advising Office.
- Participate in committees and official College functions when appropriate.
- Demonstrate commitment to the College's initiatives in building racial and social justice in an environment of equanimity, empathy and empowerment.
- Comply with College policies, safety procedures, and maintain clean and orderly work areas.
- Perform other tasks as necessary to support the mission of the College and the effectiveness of the Advising Office.

Qualifications

- Bachelor's Degree (or degree-seeking) preferred. High school diploma or equivalent required.
- Minimum of three years of previous office/administrative experience, with emphasis on technology preferred. Knowledge of general office procedures is required. Prior experience in higher education setting is a plus.
- Proficiency in Microsoft *Word* and *Outlook*, with advanced skills in *Excel*, including mail merge functions and database management required.
- Experience with Ellucian Colleague/Informer or other large-scale information database system is strongly preferred. Must be able to learn and efficiently utilize complex data and reporting systems.
- Effective digital communication skills, especially use of Teams and Zoom.
- Strong problem-solving, analysis, and technical skills. Must be able to organize, manage and creatively work with data and reporting systems. Emphasis on attention to detail and accuracy.

- Requires a flexible and collaborative work style and the ability to interact effectively with a variety of diverse individuals and departments. Must be a team player.
- Exemplary customer service and communication skills required with the ability to respond to both internal and external customers professionally and in a timely manner.
- Strong and innovative organizational skills, with the ability to be self-directed and flexible to meet student needs while also working on projects requiring focused attention to detail.
- Ability to handle confidential materials and information in a professional and secure manner.
- Ability to speak and hear. Must be able to freely move throughout the campus. Specific vision abilities required by this job include close vision.
- Spanish/bilingual skills a plus.

Working Conditions

- General office environment.
- Public work space in a busy, high-traffic office.
- In-person. While remote work is generally not feasible there may be opportunities for working virtually on selected days/circumstances.

How to Apply

- Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>
- Please attach your cover letter, resume, and a list of three references to the online application

Alverno College is an Equal Opportunity Employer and committed to workplace diversity.