**University of Maine**

**Job Description**

**TITLE:** Student Success Advocate

**DEPARTMENT:** Maine College of Engineering and Computing (MCEC)

**DATE:** March 2024

**REPORTS TO:** Student Success Coordinator

**PURPOSE:** The Student Success Advocate provides holistic academic advising support and proactively connects their students to UMaine’s wraparound services that advance student success. The Student Success Advocate provides integrated advising, proactive and targeted communication, and educational counseling for first-time college students throughout their first two academic years. This role also develops strategic plans to enhance student learning and empower students to successfully transition to, and meet, university-level expectations and successfully matriculate throughout their first two years.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Meet with all assigned students each semester to explore career goals and related majors, establish academic plans, explain university policies and procedures, connect students to relevant resources, and provide advocacy and support through the first two years within MCEC.
* Build a sense of belonging and connection with each student within their caseload by utilizing high-touch strategies (i.e., weekly communications, academic support referrals, important date reminders, birthday messages, etc.).
* Utilize a tracking system (e.g., EAB Navigate) and other resources for early identification of at-risk students and recommend success strategies, services, and resources.
* Serve as a student advocate by assessing individual student needs, making appropriate referrals to other campus services and resources as needed, and aiding students in establishing realistic and attainable academic and career goals.
* Monitor student academic performance and progress toward degree completion, providing or recommending interventions as needed.
* Assist with the design and delivery of student success workshops for undergraduate students.
* Participate in on- and off-campus recruitment and registration activities.
* Acquire and maintain an awareness of new developments and best practices in career and educational counseling, incorporating such knowledge into supporting their students.
* Provide a smooth transition to students’ faculty advisor following their sophomore year.
* Develop and maintain professional relationships that reflect courtesy, civility, and mutual respect.
* Collaborate with MCEC Administrative Support Supervisor to support students in their first two years.
* Work closely with the Student Success Coordinator to provide updated advising techniques and workshop opportunities for students.
* Maintain relationships with UMaine departments (Counseling Center, Athletic Support, Honors College, International Programs, etc.) to address student resources.
* Perform related duties as assigned.

**KNOWLEDGE AND SKILL QUALIFICATIONS:**

**Required:**

* Typically, an education associated with a bachelor’s degree or the equivalent combination of education and relevant experience.
* Experience with student advising with a focus on engineering and technology.

**Preferred:**

* Demonstrated success building productive relationships.
* Excellent communication skills, including effective written, oral, presentation and facilitation skills with internal and external constituencies.
* Knowledge of and experience using MS Word, Excel, and PowerPoint.
* Excellent organizational skills and attention to detail.
* Ability to exercise good judgment, with an aptitude to identify trends, collect data and establish relationships.
* High level of self-motivation and ability to work independently.
* Ability to travel normally requiring a valid Maine Driver’s License.

**SUPERVISORY RESPONSIBILITY:** None.

**WORK ENVIRONMENT:** This position works within a busy, fast-paced office environment and involves some evening and weekend work. Travel will be required to employer sites and external fairs.

**WORK YEAR:** Full-time, fiscal year.

**WORK SCHEDULE:** Normal University of Maine business hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. This position may require working beyond normal business hours to include evenings and weekends. The employee shall establish regular office hours and in consultation with the supervisor, adjust the work schedule as appropriate.

**POSITION TYPE:** Contingent of external funding.

**SCHEDULE FOR EVALUATION:** In the initial six months of employment and annually thereafter in accordance with the UMPSA Agreement.

**JOB FAMILY/SALARY GRADE:** 18/02.

Appropriate background checks required.

All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence and Sexual Harassment.