

Cornell University Staff Compensation Program Generic Job Profile Summaries Compensation Services 353 Pine Tree Road, East Hill Plaza, Ithaca, NY 14850 (607) 254-8355 | compensation@cornell.edu | www.hr.cornell.edu

Student Services Job Family: Academic Advising Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. *A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA*

GENERIC JOB PROFILE SUMMARIES

Specialty	Academic Advising Associate I INDIVIDUAL CONTRIBUTOR	Academic Advising Associate II INDIVIDUAL CONTRIBUTOR	Academic Advising Associate III INDIVIDUAL CONTRIBUTOR	Manager Academic Advising MANAGEMENT	Director Academic Advising MANAGEMENT
Student Advising	Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services leveraging technology.	Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services leveraging technology.	Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services leveraging technology.		
		Participate in early academic intervention activities and academic standards review committees, including appropriate actions, interventions, and student advising.	Responsible for/participate in early academic intervention activities and academic standards review committees, including appropriate actions, interventions, and student advising.	Manage and be responsible for early academic intervention activities and academic standards review committees, including appropriate actions, interventions, and student advising.	Develop and implement early academic intervention activities and academic standards review committees. Oversee the appropriate actions, interventions, and student advising.

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	May meet one-on-one as well as in group settings with students to provide advice and counsel on curriculum-specific matters, major exploration issues, affiliation, College and University policy and procedure, and non-academic factors affecting academic performance; meet with students to discuss long-range academic plans and career goals.	Meet one-on-one as well as in group settings with students to provide advice and counsel on curriculum- specific matters, major exploration issues, affiliation, College and University policy and procedure, and non-academic factors affecting academic performance; meet with students to discuss long-range academic plans and career goals.	Meet one-on-one as well as in group settings with students to provide advice and counsel on curriculum- specific matters, major exploration issues, affiliation, College and University policy and procedure, and non-academic factors affecting academic performance; meet with students to discuss long-range academic plans and career goals.		
	Advise undergraduate students on course selection and distribution requirements; provide assistance to undergraduate students to ensure their academic, personal and professional success; refer students to University/College career resources.	Advise undergraduate students on course selection and distribution requirements; provide assistance to undergraduate students to ensure their academic, personal and professional success; meet with students to discuss post-Cornell opportunities, develop strategies tailored to reach individual career goals and refer to University/College career resources.	Advise undergraduate students on course selection and distribution requirements; provide assistance to undergraduate students to ensure their academic, personal and professional success; meet with students to discuss post-Cornell opportunities, develop strategies tailored to reach individual career goals and refer to University/College career resources.		
		Assist with assigning faculty advisors to incoming students based on academic and common interests to ensure student success.	Coordiante the faculty advising program in collaboration with the academic departments, which may include the assignment of students to faculty advisors, assist with the development of new advising programs and procedures, and the planning and execution of training sessions for new faculty advisors; support the advising efforts of faculty members across the College; provide information and explanation of college and university policies to faculty advisors.	Oversee the coordination of the faculty advising program in collaboration with the academic departments, which includes the, development of new advising programs and procedures, and the planning and execution of training sessions for new faculty advisors; oversee and support the advising efforts of faculty members across the College; provide information and explanation of college and university policies to faculty advisors.	Develop and oversee the coordination of the faculty advising program in collaboration with the academic departments. Oversee the development of new advising programs and procedures, and the planning and execution of training sessions for new faculty advisors; oversee and support the advising efforts of faculty members across the College.

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	Assist with review of Academic Petitions/Transfer Credit Requests as needed.	Review Academic Petitions/Transfer Credit Requests as needed.	Coordinate the assignment of Academic Petitions/Transfer Credit Requests.	Oversee the coordination and assignment of Academic Petitions/Transfer Credit Requests.	
	Assist with review of students' academic information, pre-sectioning of these students into appropriate courses; review students' academic records, initiate contact with these students, provide follow-up advising interactions.	Review students' academic information, pre-sectioning of these students into appropriate courses; review students' academic records, initiate contact with these students, provide follow-up advising interactions.	Review students' academic records, initiate contact with these students, provide follow-up advising interactions.		
	Provide assistance and referral to students exploring majors/fields and colleges to ensure their academic, personal and professional success.	Provide assistance and referral to students exploring majors/fields and colleges to ensure their academic, personal and professional success.	Provide assistance and referral to students exploring majors/fields and colleges to ensure their academic, personal and professional success.		
	Promote problem-solving and decision-making skills to help students become self-regulated learners, build self-efficacy and develop sense of agency.	Coach students and promote problem-solving and decision-making skills to help students become self- regulated learners, build self-efficacy and develop sense of agency.	Coach students and promote problem-solving and decision-making skills to help students become self- regulated learners, build self-efficacy and develop sense of agency.		
		Work with students in navigating both the explicit policies and protocols as well as the unwritten, implicit systems, expectations, and "hidden curriculum" of the institution.	Work with students in navigating both the explicit policies and protocols as well as the unwritten, implicit systems, expectations, and "hidden curriculum" of the institution.		
Campus Partnerships	Maintain contact with the other advising offices, updating them on advising recommendations for students and communicating circumstances surrounding those with unique needs.	Maintain contact with the other advising offices, updating them on advising recommendations for students and communicating circumstances surrounding those with unique needs.	Implement new and creative advising services that address the dynamic needs of students and staff and faculty advisors.	Develop and implement new, creative advising services that address the dynamic needs of students and staff and faculty advisors.	Oversee the development and implementation of new, creative advising services that address the dynamic needs of students and staff and faculty advisors.

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		Present to groups at University and College events and activities.	Present to groups at University and College events and activities.	Oversee, develop and perform public presentations designed to promote the Institution.	Evaluate and make suggestions for improvements in public presentations designed to promote the Institution.
		Serve on University ad hoc committees.	Serve as liaison to various organizations within the campus community; represent the department on administrative committees and boards, such as committees serving Deans, Directors, and Department Heads.	Oversee the appropriate involvement of staff in campus-wide committees and activities that support the goals of student development; serve as liaison to various organizations within the campus community; represent the department on administrative committees and boards, such as committees serving Deans, Directors, and Department Heads.	Plan and oversee the appropriate involvement of staff in campus-wide committees and activities that support the goals of student development; may represent the department on administrative committees and boards, such as committees serving Deans, Directors, and Department Heads.
			Consult with staff/faculty director or Associate Dean and recommend advising policies to College and University offices.	Consult with staff/faculty director or Associate Dean and recommend advising policies to College and University offices.	
			Continually develop new partnerships with units/programs internal and external to Cornell to promote academic opportunities for students.	Oversee and develop new partnerships with units/programs internal and external to Cornell to promote academic opportunities for students.	Develop strategic partnerships with units/programs internal and external to Cornell to promote academic opportunities for students; oversee the implementation of programs.
	May assist with coaching faculty/staff on communicating with students on various topics.	Coach faculty/staff on communicating with students on various topics.	Coach faculty/staff on communicating with students on various topics.		
	Facilitate student academic progress and graduation.	Collaborate across units and divisions to faciltate student academic progress and graduation.	Collaborate across units and divisions to faciltate student academic progress and graduation.		

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Communications	Update web site with various informational electronic and print materials for distribution to students and/or parents.	Write, edit and produce various informational electronic and print materials for distribution to students and/or parents.	Write, edit and produce various informational electronic and print materials for distribution to students and/or parents.		
		Write student letters of recommendation for graduate school and summer internships.	Write student and alumni letters of recommendation for graduate school and summer internships.		
	Communicate important information regarding advising to students, faculty, staff, and parents.	Communicate important information regarding advising to students, faculty, staff, and parents.	Implement strategy and communicate important information regarding advising to students, faculty, staff, and parents.	Oversee the implementation communication of important information regarding advising to students, faculty, staff, and parents.	Develop strategy and oversee the communication of important information regarding advising to students, faculty, staff, and parents.
Programming	Assist in planning and delivering carious programs; coordinate student orientation programs and/or commencement activities.	Assist in planning and delivering carious programs; plan and coordinate student orientation programs and/or commencement activities.	Implement programs and events including orientation of students to the college, enrollment of students in appropriate courses prior to their arrival, early intervention, faculty advisor training, diagnostic exams and credit awards; develop programs.	Oversee the planning and implementation of major office functions, programs and events including orientation of students to the college, enrollment of students in appropriate courses prior to their arrival, early intervention, faculty advisor training, diagnostic exams and credit awards; develop programs; oversee development of the web site and other advising services.	Responsible for the strategic planning and implementation of major office functions, programs and events including orientation of students to the college, early intervention, faculty advisor training, diagnostic exams and credit awards; develop programs; oversee advising services.
	Provide general information to students on general Study Abroad and International Exchange Program processes.	Advise students on general Study Abroad and International Exchange Program processes.	Oversee the coordination of Study Abroad and International Exchange Program processes; participate in the development of new abroad/ exchange programs, MOUs, and related policies.		

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	Measure program success and share observations regarding patterns; may make recommendations for improved strategies.	Measure program success and share observations regarding patterns; make recommendations for improved strategies.	Eexecute appropriate assessment strategies to measure program success; implement appropriate improvements.	Develop and execute appropriate assessment strategies to measure program success; implement appropriate improvements.	Develop and mange the execution of appropriate assessment strategies to measure program success; develop, oversee and implement appropriate improvements.
	Assist with programmatic efforts that seek to retain students; assist with activities and programs designed to contribute to a sense of community among different cultural and geographic backgrounds.	Responisible for programmatic efforts that seek to retain students; collaborate with multicultural affairs colleagues to assess and respond to the needs of underrepresented students; responsible for activities and programs designed to contribute to a sense of community among different cultural and geographic backgrounds.	Develop programmatic efforts that seek to retain students; collaborate extensively with multicultural affairs colleagues to assess and respond to the needs of underrepresented students; develop activities and programs designed to contribute to a sense of community among different cultural and geographic backgrounds.	Develop and be responsible for programmatic efforts that seek to retain students; collaborate extensively with multicultural affairs colleagues to assess and respond to the needs of underrepresented students; develop activities and programs designed to contribute to a sense of community among different cultural and geographic backgrounds.	Responsible for the strategic planning and oversee the development of programmatic efforts that seek to retain students; collaborate extensively with multicultural affairs colleagues to assess and respond to the needs of underrepresented students; develop and mange the implementation of activities and programs designed to contribute to a sense of community among different cultural and geographic backgrounds.
Student Support Advocacy	Notice and assist students in distress; direct students to appropriate resources. Brokering resources that align with students and their needs.	Provide advising to students regarding difficult and/or sensitive situations; serve as academic advisor to students. Brokering resources that align with students and their needs.	Collaborate with staff and faculty from across the University to provide support and academic advising for complicated/sensitive situations involving students in distress or crisis. Situations may require communicating with parents. Brokering resources that align with students and their needs.	Collaborate with staff and faculty from across the University to provide support and academic advising for complicated/sensitive situations involving students in distress or crisis. Complex situations may require communicating with parents. Brokering resources that align with students and their needs.	Develop strategic planning and programs that assist staff and faculty from across the University to provide support and academic advising for extremely complicated/sensitive situations involving students in distress or crisis. Some highly complex situations may require communicating with parents.

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	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals.	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals.	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals; work with offices on campus such as Dean of Students, Cornell Police, and Gannett Health Center to help in resolving student crises within the College; guide students and their families through difficult personal and academic situations.	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals; work with offices on campus such as Dean of Students, Cornell Police, and Gannett Health Center to help in resolving student crises within the College; guide students and their families through difficult personal and academic situations.	
	Foster welcoming environment that supports student individual needs and personal goals.	Foster welcoming environment that supports student individual needs and personal goals.	Foster welcoming environment that supports student individual needs and personal goals.		
	Support students across differences and foster acceptance of individual student perspectives and needs through openness, and equity.	Support and empower students across differences and foster acceptance of individual student perspectives and needs through openness, and equity.	Support and empower students across differences and foster acceptance of individual student perspectives and needs through openness, and equity.		
	Assist students with navigating potential barriers to achieve their success and with navgiating and learning the norms of the University; assit them with the nuances and removing barriers and biases.	Assist students with navigating potential barriers to achieve their success and with navgiating and learning the norms of the University; assit them with the nuances and removing barriers and biases.	Assist students with navigating potential barriers to achieve their success and with navgiating and learning the norms of the University; assit them with the nuances and removing barriers and biases.		
Administration	Assist with updating student "handbook", assist in developing marketing materials, assist in developing procedures for program evaluation.	Revise student "handbook", assist in developing marketing materials, develop procedures for program evaluation.	Revise and update student "handbook", develop marketing materials, develop procedures for program evaluation.		

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	Maintain confidential educational records in accordance with best practices and compliance requirements.	Maintain confidential educational records in accordance with best practices and compliance requirements.	Maintain confidential educational records in accordance with best practices and compliance requirements.		
	Support the implementation and use of new/current technology platforms in support of student services.	Support the implementation and use of new/current technology platforms in support of student services.	Support the implementation and use of new/current technology platforms in support of student services.	Oversee the Implementation of new technology platforms in support of student services.	Develop and oversee the strategic implementation of new technology platforms in support of student services.
				Oversee and authorize expenditures.	Develop budget and oversee and authorize expenditures.
				Hire, train, and supervise staff; conduct annual performance evaluations; administer performance evaluations, salary recommendations, promotions, and dismissals.	Lead, plan, and review work of staff; interview, hire, train and make recommendations concerning the evaluation, promotion and termination of staff; responsible for performance management and professional development of staff.
			Lead strategic planning efforts that may include, but are not limited to strategies for program development, web communication, grant writing, staffing, and faculty engagement.	Responsible for the implemetation of strategic planning efforts that may include, but are not limited to program development, web communication, grant writing, staffing, and faculty engagement.	Responsible for the development of strategic planning efforts that may include, but are not limited to strategies for program development, web communication, grant writing, staffing, and faculty engagement.
				May develop and implement appropriate policy and business practice decisions; in certain situations may approve exceptions to college policies.	Develop and implement appropriate policy and business practice decisions; in certain situations may approve exceptions to college policies.

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				Develop reporting and staffing plans based on student services/student support trends.	Develop reporting and staffing plans based on student services/student support trends.
					Develop and plan (implement) creative solutions to non-routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to student academic advising.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11648 ACADEMIC ADVISING ASSOCIATE I, BAND E	11649 ACADEMIC ADVISING ASSOCIATE II, BAND F	11650 ACADEMIC ADVISING ASSOCIATE III, BAND G	12217 MANAGER ACADEMIC ADVISING, BAND G	12218 DIRECTOR ACADEMIC ADVISING, BAND H
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 5 to 7 years relevant experience or equivalent combination
ІМРАСТ	Moderate impact	Moderate impact	Substantial impact	Substantial impact	Substantial impact
CONTACTS - INSIDE	Assist others Cooperation of task completion	Provide guidance Coordinate activities	Provide guidance Coordinate activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities
CONTACTS - OUTSIDE	Provide information that exists within pre-established documents and or programs	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters

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SUPERVISION	On-the-job training, guidance, advice and advise other employees in the group and to same positions performing similar work	Day-to-day supervisory direction to employees within the department	Day-to-day supervisory direction to employees within the department	Provide supervisory direction to other supervisors	Provide supervisory direction to other supervisors
COMPLEXITY	Occasionally adapt, combine or make improvements in an existing service, product, process or program. Work requires logic and common sense	Frequently adapt, combine or make improvements to services, products, processes or programs. Work requires of reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
LEVEL OF DECISION MAKING	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Little direct supervision Considerable latitude for exercising judgment and self direction	Little direct supervision Considerable latitude for exercising judgment and self direction
EFFECT OF DECISION MAKING	Directly affects a functional area Minimal effect on students and employees	Directly affects multiple functional areas Limited effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees
	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required