<table>
<thead>
<tr>
<th>Job Family</th>
<th>Student Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Function</td>
<td>Student Academic Advising</td>
</tr>
</tbody>
</table>

**Job Summary**
Involves counseling students on academic program policies and issues. Monitors student academic progress and assists students in making appropriate educational choices and decisions. Conducts informational sessions and provides advice.

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Entry</th>
<th>Intermediate</th>
<th>Experienced</th>
<th>Advanced</th>
<th>Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Student Academic Advisor 2</td>
<td>Student Academic Advisor 3</td>
<td>Student Academic Advisor 4</td>
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<tr>
<td>FLSA</td>
<td>Non-Exempt</td>
<td>Non-Exempt</td>
<td>Exempt</td>
<td>Exempt</td>
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</tbody>
</table>

**Generic Scope**
Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

Intermediate
Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

Experienced
Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

Advanced
Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

Expert
Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

**Custom Scope**
Applies professional concepts to independently provide prescriptive advice on academic policies and procedures for an academic department / college / school, including major and minor requirements, and all aspects of course requirements for degree or program completion. Receives assistance on more complex issues.

Applies skills as a seasoned, experienced academic adviser. Provides advice to students on the full range of requirements for a department, college, or school with a wide variety of course requirements. Recommends solutions to progression and requirement issues. Advice may include not-clearly-defined programs such as independent study programs, interdisciplinary programs, or multiple programs. Works independently under general supervision.

Applies advanced academic advising concepts and experience, addresses the most difficult problems in academic advising, and develops solutions to these problems. Recognized as having advanced, specialized expertise for the department / college / school and / or has programmatic responsibility for a small, complex student affairs function that usually has a discrete budget or budgets, has impact beyond the unit, and involves establishing strategic goals. Is expected to identify systemic problems and issues, and propose solutions to department / college / school management on changes to department policy and procedures. Provides advice and counsel on
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<tbody>
<tr>
<td>academic advising issues to other, experienced academic advisors.</td>
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</tbody>
</table>

**Key Resp 01**

Monitors and evaluates students' completion of academic requirements.

Provides advice and assistance to students on all aspects of their academic experience, including progression and requirement matters for the department / school / college.

Applying advanced academic advising concepts and experience, identifies and refers for resolution intricate student issues / grievances such as alleged discrimination, complex grade dispute issues, and students' personal crises.

**Key Resp 02**

Applies professional concepts to independently provide prescriptive advice and assistance to students on academic and degree progress and major requirements for the department / school / college.

Advise new and continuing instructors on departmental / school / college and university policies and procedures.

Analyzes the consequences of departmental / school / college academic policies and recommends new or changed policies.

**Key Resp 03**

Assists students in determining a major, alternative academic options, scheduling conflicts, and similar issues.

Advise on complex transfers from other institutions such as those in the midst of advanced degree completion and coursework in other programs.

Advise chairs / deans on the formulation of department policy by advising them on areas needing clarification and identifying solutions.

**Key Resp 04**

Identifies student needs for programs and services.

Evaluates and advises students in petitions for exceptions to departmental / school / college and / or Graduate Division requirements.

May recommend petition exceptions that affect the requirements of multiple departments.

**Key Resp 05**

Refers students to non-academic resources as appropriate.

Advise new and continuing instructors on student advising issues.

Coordinates, reviews and advises department / college / school chair / dean and faculty on transferability and applicability of non-UC courses and / or courses of the organization within or outside of the department that may affect ongoing requirements.

**Key Resp 06**

Applies articulated courses to program / degree requirements and certifies degree completion.

Identifies students with GPA or progress problems, advises students, and recommends appropriate courses of action by the department / school / college (e.g., academic probation, dismissal).

Based upon review of course evaluations and trends in the field, advises chair / dean and faculty on curriculum development and modification.

**Key Resp 07**

Advise on moderately complex issues such as multiple degrees, or withdrawal from the University.

Assist faculty on determining course scheduling needs for student progression to graduation.

Utilizing advanced expertise of course content, facilitates new course approval through interaction with the
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**Job Level**  
- **Entry**
- **Intermediate**
- **Experienced**
- **Advanced**
- **Expert**

<table>
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<tr>
<th>Key Resp</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Key Resp 08</td>
<td>Advises department on scheduling needs for student course progression and requirements completion.</td>
</tr>
<tr>
<td>Key Resp 09</td>
<td>Communicates and exchanges information with other units of the organization and makes referrals to help students with their academic program (e.g., health service, disabled students program, Colleges / Schools, transfer center, academic departments, graduate division, etc.). Confirms that students have met requirements for degree completion when there are no clear precedents or articulations, such as interdisciplinary programs or when transfer work is involved.</td>
</tr>
<tr>
<td>Key Resp 10</td>
<td>Provides information to students on programs with special, clearly articulated eligibility requirements such as honors programs, awards, fellowships, scholarships, and advanced level courses. Advises students on a wide range of course possibilities and / or ways to complete degree requirements that may not be clearly defined.</td>
</tr>
<tr>
<td>Key Resp 11</td>
<td>Participates in planning academic curriculum in collaboration with chair / dean and faculty, and with other departments, to ensure student's progress through course sequences, avoid conflicts, and ensure compliance with organization-wide policies.</td>
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<tr>
<td>Key Resp 12</td>
<td>Advises, identifies, recruits, and assigns to courses graduate student instructors, Readers and Group Tutors within and outside of departments.</td>
</tr>
<tr>
<td>Key Resp 13</td>
<td>Reviews doctoral dissertations and master's theses for conformity to standards set by graduate division, the UC Library, and dissertation publishing requirements, and advises students.</td>
</tr>
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</table>

Coordination of College Policy, Academic Senate, or similar organization.
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### Key Resp 14
Determines barriers, distractions, and complications affecting a student's academic success, helps students recognize these key non-academic issues, and makes appropriate referrals for additional therapeutic counseling and / or assistance from other units.

### Key Resp 15

### Education 1
Bachelor's degree in related area and / or equivalent experience / training.

### Education 2

### Education 3

### Education 4

### License 1

### License 2

### License 3

### License 4

### Cert 1

### Cert 2

### Cert 3

### Cert 4

### Spec Cond 1

### Spec Cond 2

### Spec Cond 3

### Spec Cond 4

### KSA 01
Basic knowledge of advising and counseling techniques.

### KSA 02
Knowledge of departmental / school / college courses and majors.

### KSA 03
Knowledge of department / school / college policies, procedures, and requirements.

### KSA 04

### KSA 05

### KSA 06

### KSA 07

### KSA 08

### KSA 09

### KSA 10

### KSA 11

### KSA 12

### KSA 13

### KSA 14

### KSA 15

### KSA 16

### KSA 17

### KSA 18

### KSA 19

### KSA 20

### KSA 21

### KSA 22

### KSA 23

### KSA 24

### KSA 25

### KSA 26

### KSA 27

### KSA 28

### KSA 29

### KSA 30

### KSA 31

### KSA 32

### KSA 33

### KSA 34

### KSA 35

### KSA 36

### KSA 37

### KSA 38

### KSA 39

### KSA 40
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<tbody>
<tr>
<td>Skills in judgment and decision-making, problem solving.</td>
<td>Skills in judgment and decision-making, problem solving.</td>
<td>Skills in judgment and decision-making, problem solving, project management.</td>
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<tr>
<td>KSA 05</td>
<td>Ability to multi-task.</td>
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<tr>
<td>KSA 06</td>
<td>Abilities in problem identification, reasoning, ability to develop original idea to solve problems.</td>
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<td>Abilities in problem identification, reasoning, and ability to develop original ideas to solve problems.</td>
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<tr>
<td>KSA 07</td>
<td>Strong written and verbal communication skills, including active listening.</td>
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<td>KSA 08</td>
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<td>KSA 09</td>
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<td>KSA 14</td>
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<td>Environment</td>
<td>Campus, medical center or other university setting and various external venues.</td>
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