

Supervisor, Advising (Area of Study)  
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=245949>

Downloaded On: Sep. 27, 2024 7:25pm

Posted Sep. 27, 2024, set to expire Nov. 29, 2024

<b>Job Title</b>	Supervisor, Advising (Area of Study)
<b>Department</b>	Advising
<b>Institution</b>	Austin Community College Austin, Texas
<b>Date Posted</b>	Sep. 27, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Student Affairs Administration - Other
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<b>Job Description</b>	

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**Supervisor, Advising (Area of Study)**

**Austin Community College**

**Job Posting Closing Times:** Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

## Supervisor, Advising (Area of Study) Austin Community College

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

### **Job Posting Title:**

Supervisor, Advising (Area of Study)

### **Job Description Summary:**

To supervise the staff and operations of the Online Advising Team for Austin Community College (ACC) and to facilitate the guided pathways model.

### **Job Description:**

#### **Description of Duties and Tasks**

1) Supervises, trains, coaches, directs, coordinates, and disciplines personnel while adhering to organizational human resource policies and procedures and related employment laws. Recommends hire and termination of personnel actions for positions supervised.

2) Coordinates and supervises the online advising operations, staff, and related on and off-site advising activities. This includes managing personnel and monitoring interventions to ensure

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employees maintain work schedules, complete assignments and tasks, effectively advise students, and provide exemplary customer service.

3) Manages the online department website, online advising delivery technology and equipment, online department email, and correspondence.

4) Promotes and leads the development and implementation of advising policies and procedures for assigned staff; interprets the application of those policies and procedures and assures consistency in implementation; develops, maintains, and disseminates advising materials and manuals.

5) Prepare updates and reports on student engagement traffic, advising appointments, and specified student demographic information.

6) Collaborate with managers/supervisors to review success metrics and identify action items to improve the successful implementation of strategies and objectives.

7) Provide staff members with training and updates on advising policies and procedures, professional development opportunities, cultural competencies, and related areas.

8) Establishes and maintains contact with Area of Study (AOS) departments, AOS Supervisors, and advisors in each Area of Study to ensure knowledge and awareness of current academic programs and processes, program maps, and related information.

9) Assures data integrity, analyzes data, and produces reports for related advising systems as needed.

10) Performs academic advising as needed.

### **Knowledge**

- \* College admissions procedures, programs, and courses.
- \* Multicultural education programs and systems.
- \* Student database systems.
- \* Supervisory principles, practices, and methods.
- \* Principles associated with student success for an institution of higher learning.

### **Skills**

- \* Effectively using interpersonal and communications skills including working with a multi-cultural

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student body and local community.

- \* Effectively using organizational and planning skills.
- \* Effectively supervising, leading, and delegating tasks and authority.
- \* Working collaboratively.
- \* Maintaining confidentiality of work related information and materials.
- \* Establishing and maintaining effective working relationships.
- \* Maintaining an established work schedule but with the flexibility to work evenings and/or weekends.
- \* Providing strong, demonstrated leadership and mentoring skills to promote quality customer service among employees supervised.

### **Technology Skills**

- \* Use a variety of spreadsheet, word processing, database, and presentation software.

### **Required Work Experience**

- \* Two years related work experience including one year supervisory experience.
- \* Completion of the ACC Supervisor Certificate Series Program will satisfy the supervisory experience required for this position.

### **Required Education**

- \* Bachelor's degree.

### **Preferred Work Experience**

- \* Experience advising adults in a higher educational setting.

### **Preferred Education**

- \* Master's degree in education or related field.

### **Other Preferred Education**

- \* Spanish-English bilingual skills.
- \* Experience with student database systems such as CRM (Constituent Relationship Management) Recruit (a contact management system) or Colleague (Ellucian product/Datatel)

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**Physical Requirements**

- \* Work is performed in a standard office or similar environment.
- \* Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- \* Occasional lifting of objects up to 10 pounds.

**Pay Range**

\$56,919 - \$71,148

**Number of Openings:**

1

**Job Posting Close Date:**

October 8, 2024

**Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

**Disclaimer**

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.



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### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

Advising  
Austin Community College

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