



Job Title: Student Support Advisor

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 105
FLSA Status: Exempt
Remote Work Eligible: No

JOB SUMMARY

This position provides complete organizational information and services to students and prospective students in single areas or across a number of disciplines that may include admissions, financial aid, academic advising, career services, international students, and disability services. Responsibilities may include: making determinations of academic progress, financial aid, program coordination, or level of responsibility across multiple student support functions; coordinating academic support programs that may recruit or advise students for assigned programs; counseling students on financial assistance, dependency status, and standards of academic progress; processing appeals and/or return of financial assistance; reviewing documents to determine visa status; monitoring international student status; reviewing and accepting financial documents; implementing regulations related to international students; tracking and awarding scholarships; reconciling accounts; and completing federal verifications. Duties, depending on assignment, may also include: implementing the College's food pantries and technology lending program; assisting with social/human service referrals based on student needs.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Coordinates assigned program and/or service, which may include maintaining a caseload of students and counseling students on a variety of student services; determining student eligibility for services; locating social services or academic resources for students as requested; and performing related duties.
- Counsels and advises incoming and returning students on student support programs, retention services, financial aid, work-study, local community resources, and/or other related programs.
- Depending on assigned area, may: support the food pantries and technology lending program; spread awareness of the programs; aid students in applying for the programs; and manage the inventory, and work with the Retention Services team to ensure friendly and timely services.

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- Analyzes federal databases like Common Origination and Disbursement (COD), Central Processing System (CPS), and National Student Loan Data System (NSLDS).
- Works with students to assess their other needs to help provide them with referrals and information to resources found through SPC and the local community.
- Advises on the impact caused by withdrawing from classes.
- May de-escalate complicated situations with students.
- May focus on certain programs or categories of students: if applicable, may serve and translate for Spanish-speaking students and parents all of the questions regarding the different processes required to start applying and registering throughout the semesters; oversee operations for Women on the Way (WOW) and Vet Tech campuses.
- May draft grant proposals to provide additional funding to allow students to have services such as book or laptop lending.
- May also include implementing the College's food pantries and technology lending program.
- Prepares, reviews, and submits a variety of operational and student records, reports, forms, regulatory information, and related documents.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree; two (2) years of related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Local social/human service support programs and agencies;
- Program coordination principles and practices;
- Customer service principles;
- Applicable academic programs, financial aid, extracurricular programs, and/or related services;
- Applicable federal, state, and local laws, rules, regulations, policies, and procedures;
- Academic counseling principles;
- Academic program requirements;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Coordinating academic programs or services;
- Solving problems;
- Advising students on academic issues;
- Providing program support;
- Preparing and maintaining records;
- Collaborating with others;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with students, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Demonstrate patience;
- Build rapport with others;
- Provide needed support to students;
- Manage multiple initiatives;

- Be flexible;
- Work in a changing, fast-paced environment;
- Interpret and apply applicable laws, rules, regulations, policies, and procedures; and
- Maintain confidentiality.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.		Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a relatively safe, secure, and stable work environment.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.