



Job Title: Academic Advisor

Department / Office: Office of Retention and Student Success

Reports To: Director of Retention and Student Success

FLSA Status: Non-EXEMPT

Summary

The Academic Advisor provides support and education to elevate students' learning experience at West Virginia State University. The Academic Advisor fosters student success by building positive and professional student relationships and implementing proactive strategies that help students fulfill their educational goals. The Academic Advisor will develop content expertise in the College of Natural Sciences and Mathematics, College of Arts and Humanities, College of Business and Social Sciences, and College of Professional Studies academic programs and help students select courses and engage in opportunities consistent with their developing goals and interests.

Advisors will follow an appreciative advising model of advising and a case-management approach to leverage knowledge of student needs and on-campus resources to support advisees. Advisors will also assist in the creation and implementation of cross-campus initiatives to support student retention and persistence. As part of a new office on campus dedicated to supporting students, advisors will have the exciting opportunity to contribute creatively to the office's vision and develop innovative student programming in collaboration with cross-campus partners. This position is employed by the West Virginia State University Research and Development Corporation.

Essential Functions

Provide general academic advising and referrals for new, transfer, and continuing students, employing developmentally and culturally appropriate frameworks and methods

1. Assist students in assessing academic skills and interpreting student placement testing and provide referrals to university resources
2. Advocate for, and provide advising tailored to specific student populations to assist with their transition to the institution
3. Advises students on academic and career issues: identifies the educational and career options appropriate for each student and assists with the analysis of each option. Sets up an action plan for students to explore alternative careers and related majors
4. Monitors academic progress of students; determines eligibility and satisfactory progress towards degree; identifies current and potential needs or problem areas; refers student to appropriate campus resources for assistance

5. Serves as primary liaison by connecting students with academic and personal resources including but not limited to: tutoring, counseling and career services; provides follow up to ensure satisfaction with and effectiveness of services.
6. Utilize theories of student development and the Appreciative Advising model in student interactions
7. Conduct timely outreach to at-risk students and help them create action plans for improvement to include assisting students with problem-solving and decision-making processes
8. Engage, each semester, with all assigned students via appointments, email, text, Zoom, and phone calls; especially for those who may be identified as being the most at risk
9. Work in a variety of locations across campus, including offices, classrooms, and residence halls
10. Maintain confidentiality of student information and records; knowledge of FERPA and other applicable laws and regulations
11. Exhibit a sensitivity to and an understanding of the diverse academic, socio-economic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities
12. Facilitate at least one section of the First-Year Experience course curriculum each semester.

Competencies

Knowledge of college student development theory, academic advising, coaching, and orientation

1. Ability to multi-task and provide exemplary customer service along with a professional demeanor and a positive attitude
2. Communicate effectively both formally and informally; relate to others at various levels of the organization; sensitive to others' perspectives; and utilize diplomacy and tact to diffuse high-tension situations
3. Well-developed problem solving skills with basic ability to identify and mitigate complex problem(s) and use the full array of organizational resources appropriately
4. Demonstrated experience with retention management software products
5. Proven analytical and problem solving abilities
6. Team-oriented and skilled in working within a collaborative environment
7. Ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include ability to adjust focus.

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m. Summer schedule is Monday through Friday, 8:00a.m. To 4:00 p.m.

Travel

Occasional travel is required.

Required Education and Experience

1. Bachelor's degree required
2. Minimum of 2-3 years of previous experience working as an academic advisor or academic coach in a post-secondary institution
3. Experience with interpreting complex student data (transcripts, degree audits, assessment scores) and using in an academic advising context
4. Demonstrated ability to work with underrepresented students and help them to overcome barriers to success
5. Ability to articulate components of effective academic advising practices
6. Previous experience creating content for workshops designed to promote the educational and personal growth of undergraduate and graduate students.

Preferred Education and Experience

1. Master's degree preferred
2. Minimum of 4-5 years of previous experience working as an academic advisor or academic coach in a post-secondary institution
3. Demonstrated experience and knowledge using and/or interpreting ISRS systems, degree audits, student success management platforms (EAB's Navigate, Starfish, etc.), Microsoft Office Suite and shared cloud spaces (OneDrive or Google Drive)

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance

This position is designated as security sensitive. Before an offer of employment is made, a pre-employment background investigation will be completed, which may include a criminal background check, education, DMV and prior employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This position will remain open until filled. However, first consideration will be given to applicants who reply by May 27, 2026.

To Apply

Preferred: Information accepted as emailed in a Microsoft Word or PDF format to rdeployment@wvstateu.edu. Qualified candidates must submit a cover letter, résumé, unofficial transcript and contact information for three professional references (name, title, address, phone number, and email address).

Hard copy applications may be sent to:

ATTN: Search Committee for Academic Advisor
West Virginia State University Research and Development Corporation
PO Box 1000, 201 Byers Admin. Bldg.
Institute, WV 25112

AAP/EEO Statement

West Virginia State University is an equal opportunity affirmative action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status.

West Virginia State University is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities. To request disability accommodation contact: Michael Casey or email: ada@wvstateu.edu.

Women, minorities, people with disabilities and veterans are encouraged to apply