

The University of Texas at San Antonio

Job Description

Job Title: Instructional Manager, Academic Advising

Code: 13081

Salary Grade: 61

FLSA Status: Exempt

Department/Division: Academic Advising

Reports To: Executive Director of Advising

Summary

- Function: The training manager will develop, coordinate and deliver the new advisor training and monthly training for Academic Advising as well as manage the academic advising electronic communication. They will construct and maintain an electron academic advising policies and procedures manual, deliver the training modules as well as provide presentations requiring excellent technology and communication skills. They will manage advising electronic communication with students via social media.

- Scope: The training manager will be responsible for training new academic advisors as well as providing yearly academic advising compliance training for veteran advisors. Collaboration with Academic Advising Leadership will be essential to ensure training matches the needs of the department and software technology used in academic advising.

Duties

Typical:

1. Develop classroom training and participate in the planning, organization and development of curriculum, materials, and programs to meet departmental needs and enhance trainee participation and learning.
2. Coordinates information technology related training sessions. Develop training tools (i.e., manuals, literature, course agendas, training methods, etc).
3. Provide direct service and assistant to faculty, staff and students including first-level user support and training.
4. Designs and performs needs assessments that monitor the effectiveness of training programs through appropriate measurement instruments.
5. Train all academic advisors and advising administrative support staff who have direct contact with students regarding the academic advising customer services practices.
6. Develop and provide refresher trainings and resources to academic advising with regards to software technology used in academic advising.

7. Maintain an advising communication plan and post advising communications on Facebook, Twitter and Instagram.
8. Serves as a training consultant to the office of Associate Vice Provost Student Success
9. Evaluate programs and services.
10. Produces semester reports with regards to advisor training and assessment.
11. Other duties as assigned.

Periodic:

1. Work with a team to develop and maintain a UTSA Academic Advising Handbook.
2. Assist Executive Directors with data analysis and reporting.
3. May periodically attend Academic Advising Leadership meetings.

Education

Required	Preferred
Bachelor's Degree from accredited institution.	Master's Degree from accredited institution.

Other Requirements

Required	Preferred
Excellent presentation and customer service skills.	Experience facilitating professional development and training of staff. Experience developing and maintaining policy and procedures manuals.
Experience developing online training modules using a variety of media to create presentations.	
Excellent oral and written communication skills and attention to detail	
Excellent professional judgement skills and demonstrated experience in managing multiple duties.	
Criminal Background Check (CBC)	

Experience

Required	Preferred
Four years developing and conducting training to include one year online training or information systems.	Four years academic advising experience working with students.
	Experience with DegreeWorks, SSC-Campus and Banner.
	Four years developing and conducting training at an institution of higher education.

Equipment

Required	Possible
Microsoft Office, Social Media, Adobe Photoshop, Captivate	N/A

Working Conditions

Usual	Special
Standard hours of operation.	Occasional late night and weekends may be required during peak periods.

Supervision

Received	Given
Position will report to the Executive Director of Academic Advising	This position will supervise administrative support staff, work-study or temporary support staff. Indirect supervision of Academic Advisors.

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
