

Academic Advisor – Northeastern University

Boston, MA (Main Campus)

Full time

R118547

About the Opportunity

Job Description:

The Graduate School of Engineering (GSE) is seeking an Academic Advisor to join its expanding Student Services team. Currently, the alternative work arrangement for the Academic Advising Team is to work a minimum of two days a week in the office and three days at home.

Academic Advisor position combines administrative and academic support for students, with collaborative support for departments and program directors on academic processes and University initiatives. Our student population is diverse and increasing rapidly. The Academic Advisor provides support for graduate students in the areas of orientation, course registration, academic monitoring, program interruption, documentation of curriculum exceptions, and graduation clearance in their assigned Certificate, Master of Science, and/or PhD programs. Support for accelerated Master's students is provided in collaboration with the undergraduate advisors. The Academic Advisor serves as a SEVIS contact for the high percentage of international graduate students in the program(s) s/he supports. While not responsible for visa compliance, the SEVIS contacts in the college partner with the Office of Global Services to advise students on compliance requirements. The Academic Advisor provides academic and administrative advice to current graduate students on all aspects of the GSE and the University and also supports the customer service function of the GSE with regard to inquiries (emails, virtual office hours, and 1:1 appointments) from matriculated and prospective students. S/he performs tasks/projects as assigned by the Academic Advising Team leadership to support the Student Services function of the Graduate School. The position is expected to collaborate with others involved with COE Graduate Education including cooperative education coordinators, graduate program directors, faculty, and admissions personnel to meet student needs and to identify opportunities for improvement. This position is also expected to identify, recommend, and implement process improvements in all aspects of the position.

Qualifications:

Master's degree required. At least three years related administrative experience.

- Strong analytical, interpersonal, and organizational skills; proactive, organized, and attentive to detail.
- Ability to communicate and interact effectively with individuals of diverse cultural backgrounds.
- Excellent oral and written communication skills and team-building skills.
- Ability to manage a high volume of students efficiently and effectively
- Ability to establish, refine and be accountable for meeting goals in a dynamic work environment
- Ability to set goals, multitask and manage time effectively.
- Ability to work independently and collaboratively.
- Ability to handle confidential and sensitive information.
- Computer literacy requirements include strong working knowledge of Microsoft Windows environment including MS Word, Excel (intermediate level), and a good understanding of databases.
- Experience in academic setting highly desired.
- Experience working with international student populations highly desired.
- Demonstrated advising abilities.
- Expertise in policies and processes related to graduate student academic affairs, including registration, progression, academic standing, and graduation clearance.

Position Type

Academic Administration

Additional Information

Northeastern University considers factors such as candidate work experience, education and skills when extending an offer.

Northeastern has a comprehensive benefits package for benefit eligible employees. This includes medical, vision, dental, paid time off, tuition assistance, wellness & life, retirement- as well as commuting & transportation. Visit <https://hr.northeastern.edu/benefits/> for more information.

Northeastern University is an equal opportunity employer, seeking to recruit and support a broadly diverse community of faculty and staff. Northeastern values and celebrates

diversity in all its forms and strives to foster an inclusive culture built on respect that affirms inter-group relations and builds cohesion.

All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, color, national origin, age, sex, sexual orientation, disability status, or any other characteristic protected by applicable law.

To learn more about Northeastern University's commitment and support of diversity and inclusion, please see www.northeastern.edu/diversity.

To apply, visit https://northeastern.wd1.myworkdayjobs.com/en-US/careers/job/Boston-MA-Main-Campus/Academic-Advisor_R118547