



**Position:** One Stop Advisor – Adult and Graduate Studies

**Supervisor:** AGS Associate Registrar and Director of Advising

**Summary:** The One Stop Advisor is responsible for creating a distinctively positive experience for current students such that they have the best opportunity to move successfully through their programs to graduation.

The One Stop Advisor (OSA) is responsible for creating and maintaining relationships with individual students that promote student satisfaction and retention. Central to this role is the following:

- Development and maintenance of a personal relationship with each student on the OSA's caseload such that the student knows the OSA's name and contacts the OSA for assistance.
- The OSA meets the non-classroom support needs of students by providing direct solutions to student problems, where possible, and by acting as a relationship manager to ensure that others provide effective solutions when it is not within the OSA's scope.
- The scope of services either provided or facilitated by the OSA are program planning, early matriculation goal setting and periodic revision, time management, and assisting students with inquiries regarding degree requirements, policies and procedures, billing and payment, financial assistance, transfer credit, schedule adjustments and general college services.
- The OSA also participates in student orientation and graduation events and other student programs as they arise.
- The OSA is the student's exclusive non-instructional point of contact in the institution, and as such, is responsible for addressing student issues and complaints as they arise, serving as a student liaison with other functional areas of the organization, and establishing college practices that contribute to student satisfaction and retention.

### **Role Responsibilities**

- Communicating with assigned students according to relevant calendars, and as indicated by student-associated triggers.
- Advancing students through the student lifecycle to graduation.
- Constructing genuine relationships with assigned students.
- Assisting students with issues related to multiple student service units within the college, including associate registrar, financial aid, and business office.
- Providing assigned students with accurate and timely academic advising.

- Providing primary assistance with financial issues related to attendance.

## Role-specific Competencies

- **Developing relationships.** OSAs must build relationships with students over time and through remote media. The functional definition of success in building a “relationship” is that the student knows the counselor’s phone number and calls for help when needed.
- **Counseling.** The OSA must efficiently assess or diagnose student needs, as much as possible via email. Once the needs are identified, the OSA must quickly decide whether to resolve the student issue, serve as an ombudsman organizing other college functions needed to resolve the issue, or provide resources to the student and monitor usage.
- **Organization & attention to detail.** The OSA must manage and track relationships of a caseload consisting of approximately 150 students with varying tenure at the college (*this number will be adjusted as needed*).
- **Single point of contact.** Other than members of the faculty, the OSA will be the college’s primary point of contact with the student. Wherever possible other functional areas (e.g., registrar, financial aid, general college communications) will be mediated by the OSA.
- **Internal communication.** The OSA will serve as the primary contributor to the college’s knowledge base concerning student needs, and must recommend updates and/or changes to programs and processes as needed.
- **External Communication.** The OSA is responsible for maintaining communication to students via all appropriate media.
- **Record-keeping.** OSAs maintain detailed and consistent student records on an ongoing basis.
- **Interpersonal skills.** OSAs are able to build rapport with students over email and the telephone. In-person interactions may occur but are not a key part of this role.
- **Computer literacy.** OSAs possess general proficiency in common personal productivity and network applications such as Outlook, Excel, and Word.
- **Writing skills.** OSAs are able to generate professional correspondence.
- **Student Information System.** Previous experience with the existing student information system is preferred.

## Role Metrics

- **Management of outbound email activity.** Number and nature of interactions with students in case load: (a) number of emails sent, (b) outbound campaign completion, (c) response time and queue size.
- **Management of outbound phone activity.** Number and nature of interactions with students in case load: (a) number of calls made, (b) number of conversations held, and (c) outbound campaign completion, (d) response time and queue size.
- **Management of fulfillment.** Successful completion of fulfillment campaigns or events as determined by the records and advising team.
- **Retention.** Percentage of active student case load that are retained: (a) term-to-term, (b) from first to second term, (c) through break-even, and (d) to graduation.
- **Curriculum planning accuracy.** Measure of student judgments of the efficiency and accuracy of the curriculum planning activities.
- **Product knowledge.** Performance to target levels in observed interactions with students on accuracy of information and expectations imparted.
- **Stop-out management.** Management of student stop-out activity to target levels.
- **Learner satisfaction.** Scores at or above target levels in assessments.

- **Database management.** Accuracy and quality of database entries (measured to rubric) pertaining to key learner characteristics, advising criteria, and dropout and stop-out activity.
- **Retention system development.** Accurate classification of student issues according to rubric.

### **Desired Experience and Education**

- Demonstrated success working with students, clients or customers in a service-oriented environment is required.
- At least two years of experience as an academic advisor in a higher education setting is desirable.
- Bachelor's degree required; Master's degree preferred.
- Working knowledge of Microsoft Office required. Experience with the Jenzabar a plus.
- General lifting of up to 50 lbs. may be required.
- Other Duties as assigned.

### **Personal Attributes:**

- The successful candidate will demonstrate a professional and personal commitment to the mission, vision, and values of Montreat College. That commitment includes agreement with the published Statement of Faith found here: <https://www.montreat.edu/about/mission/>
- Counselors must possess exemplary personal integrity, demonstrated in their ability to set accurate expectations for prospective students.

### **Supervision:**

Position reports to the AGS Associate Registrar and Director of Advising

### **Expected Schedule:**

As a salaried employee, there is an expectation for a minimum of a forty-hour work week, working in the office, Monday through Friday.

### **Application Requirements:**

Review of applicants will begin immediately and continue until the position of filled. We request candidates send the following materials:

- 1) Application <https://www.montreat.edu/about/job-openings/application/>
- 2) Cover Letter
- 3) Résumé
- 4) Statement of Faith
- 5) List of Three Professional References with Contact Information

Send materials by email to:

Cindy Kirkland  
AGS Associate Registrar and Director of Advising  
Montreat College  
cpkirkland@montreat.edu

Incomplete application submissions will not be considered.

**About Montreat College:**

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one of the most attractive living environments in the United States. Satellite campuses in Asheville, Charlotte, and other sites supplement the main campus. The College is committed to Christ-centered teaching and learning and is a member of the Council for Christian Colleges & Universities.