



Academic Advisor

Point University is a private liberal arts institution that educates our students within a Christian worldview so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before.

Academic Advisors are responsible for helping students across programs to achieve their educational goals. Advisors provide academic planning and schedules, support student retention strategies, encourage and mentor students, and facilitate access to student support services institution-wide. This role works closely with the registrar and academic operations team to support faculty, staff, and administration in ensuring a high level of customer service and a positive student experience.

Responsibilities and Primary Activities:

- Understand and implement university policy based on the catalog, FERPA guidelines, accreditation, and other standards.
- Assist the student in exploring academic and career goals to select a professional major; work closely with students on academic planning and achieving satisfactory academic progress until graduation.
- Support retention efforts, understand academic records, registration and related processes for all programs each term while ensuring efficient and effective workflow.
- Participate as part of the academic department, support services unit, and collaborate and serve with all other University teams and partnerships to ensure excellent student service.
- Participate in all registration, orientation and graduation events; as well as other special events as assigned.
- Cross train and work closely with other support service departments to provide accurate information and guidance on academic success, mentoring, and career planning.
- Additional advising duties may include: answering phones, scanning documents, answering emails, managing walk-in and online traffic, setting meetings, and responding to customer service tickets.
- Work in a fast-paced advising, registration, and retention environment.

Minimum Qualifications:

- B.S. or B.A. degree required.
- Deliver outstanding customer service and be willing to go the extra mile for students, faculty, and staff.
- Excellent interpersonal skills are required. Ability to build strong relationships with students.
- Analytical mindset and/or data driven background.
- Excellent technology skills.
- Effective public speaking abilities.
- Results driven.
- Other requirements include superior communication and organizational skills; ability to work independently and function within a team; ability to manage multiple projects; ability to understand the use of technology within the student life cycle; and experience in working with diverse populations.

Preferred Qualifications

- Experience with Campus Nexus or Ellucian preferred.
- Previous experience in academic advising, retention, and/or higher education.