
Auburn University Job Description

Job Title: **Admstr, Student Advocacy**

Grade SR09 \$45,100 - \$72,200

Job Code: **AG02**

FLSA status: Exempt

Job Family: Student Resources

Job Function: Student Services

Job Summary

Reporting to the Director of Student Conduct, this position supports the administrative functions of the Student Conduct Office and other student-facing units. This position will respond to internal and external complaints through formalized processes, act as the chief administrator of the student conduct record management system and serve in a limited capacity as a Student Conduct hearing officer. The position will also support the engagement, retention, and success of target student populations, underserved student groups, and students who are experiencing barriers to success through referrals to existing campus resources and by creating programs and resources to support unmet or emerging student needs

Essential Functions

1. Provides oversight of the student conduct record management system and facilitates the use of all aspects of the system. Serves as the main point of contact and trainer for all system users. Updates and maintains user training materials, oversees system configuration and optimization, meets end user needs at the unit/departmental level, and works with the database management company to ensure optimal campus use of the system.
2. Leads the Bias Education and Response Team (BERT), responding to bias reports across campus. Administers completion of timely and complete case documentation of all student referrals. Communicates the mission of BERT and its support services to the campus community.
3. Oversees the Written Student Complaint process for Auburn University. Responds to student complaints, provides students guidance, campus resources, referrals, and appropriate specialized services, and maintains records in compliance with SACS-COC accreditation.
4. Develops and maintain relationships with academic units, student organizations, and community agencies to provide support for underserved and specialized populations. Develops and maintains working relationships with various groups across campus and external agencies, including state and federal agencies.
5. Designs and supports large or complex programs and initiatives to increase the engagement, retention, and success of specialized or underserved student groups.
6. Supports Student Conduct by adjudicating student behavior through the individual student conduct processes, including, but not limited to, informal resolutions, educational non-policy meetings, and Student Conduct Committee hearings.
7. Participates on multi-disciplinary teams (BIT/Cares, Threat Assessment, Cleary Compliance, etc.)
8. May perform other duties as assigned by supervisor.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Bachelor's Degree	Degree with no specific discipline.
Experience (yrs.)	4	Experience in assisting, advising, advocating, or counseling students to promote and achieve student success. Demonstrated experience building safe and trusting connections with students. If Education is substituted in lieu of experience, degree program must be related to advocating and/or counseling to promote student success.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of developing and assessing student success programs in order to enhance services.

Strong interpersonal skills including clear and effective communication skills, intercultural competence, and the ability to foster teamwork and collaborative relationships.

Strong intrapersonal skills including conscientiousness, professionalism, growth mindset, and the ability to problem solve, learn quickly, adapt flexibly, and work with multiple stakeholders in a fast-paced environment.

Experience communicating complex processes and information virtually, both in one-on-one settings and in online group conversations and communities.

Demonstrated commitment to student success.

Demonstrated knowledge of and interest in diverse cultures and populations.

Certification or Licensure Requirements

No Required.

Pre-Employment Screening Requirements

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines: usually sufficient lead time: variance in work volume seasonal and predictable:

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priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, and lifting up to 10 pounds.

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 25 pounds.

Ability to see information in print and/or electronically.

Date: 1/8/2024
