



## Academic Advising Officer (Full Time)

### ABOUT ST. MARY'S UNIVERSITY:

St. Mary's University is a dynamic and innovative teaching and research university located on a beautiful historic site. We provide affordable, accredited and highly valued degrees in the Liberal Arts, Sciences and Education. Founded in the Catholic Intellectual Tradition, and as the only independent Catholic university in Canada, St. Mary's University prepares its students to live with integrity, compassion and confidence while embodying a compassionate commitment to ethics, social justice, and respect for diversity of opinion and belief. St. Mary's became a proud member of Universities Canada in 2022, and has over 1000 full- and part-time students, approximately 200 full- and part-time faculty and staff, and an average class size of 25.

Located in Mohkínstsis (Calgary) on the ancestral territory of the Blackfoot Confederacy (Siksika, Kainai, and, Piikani First Nations), the Tsuut'ina and Îyârhe Nakoda Nations, as well as the Metis Nation, Region 3, St. Mary's is focused on developing the whole person: mind, body and spirit.

Consistent with our Catholic values, St. Mary's University is committed to fostering an institutional culture that values, supports, and promotes equity, human rights, respect, and accountability within our community. St. Mary's is a university where all are welcome and inclusive excellence is important. We are committed to removing barriers for those who have been historically underrepresented or discouraged in our society.

### WHAT WE ARE LOOKING FOR:

Reporting to the Associate Registrar, Advising & Curriculum, the Academic Advising Officer provides both one-on-one and group academic advising to students. Primary responsibilities include guiding students through course registration and degree navigation, supporting at-risk students in accessing campus resources, communicating policy and procedure to students, and assisting the Office of the Registrar with enrollment management tasks. This role is often a first point of contact for current students and is critical to student success and retention at St. Mary's.

### WHAT WILL YOU DO:

- Assist students with short-term course planning and long-term degree mapping to support student retention and program completion.
- Teach students how to navigate their self-service portals and educate them on dates, deadlines and processes for completing course registration.
- Maintain a thorough understanding of current advising and enrolment procedures and communicate these policies, procedures, and expectations to students.
- Identify students who may be at-risk and provide information on available resources, advise them on next steps, and encourage them to engage in the academic and wellness supports on campus.

- Consult and collaborate with faculty on messaging for programs and certain course requirements within programs, advocate for students needs and mediate between students and faculty as needed.
- Facilitate a variety of information sessions for students including new student program navigation, group advising sessions, and other initiatives as they arise.
- Participate in other Office of the Registrar events such as Open Houses, New Student Orientations and Convocation ceremonies.
- Other duties as assigned.

#### QUALIFICATIONS & ATTRIBUTES:

- A Bachelor's degree accompanied by a minimum of 2 years work experience in a post-secondary setting, preferably in Student Services or Enrolment Services
- Exceptional attention to detail and the ability to assess and process information accurately
- Ability to handle confidential information appropriately
- Customer service experience in a fast-paced complex setting dealing with sensitive situations calling for the use of empathy, diplomacy and tact in the delivery of information
- Ability to communicate patiently and effectively, in verbal and written form, with a diverse range of people and situations
- Working knowledge of PowerCampus, or a similar student records system (e.g. Banner, PeopleSoft)
- Proficiency with Microsoft Office (e.g. Outlook, Word, Excel, PowerPoint) at an intermediate level
- Excellent organizational skills, demonstrated ability to problem solve and ability to set priorities and multi-task
- Ability to work independently, exercise good judgment and demonstrate initiative
- Ability to promote, or at least respect, the institution's Catholic mission and identity
- Ability to promote for equity, diversity, and inclusion, as well as Truth and Reconciliation.

#### WHAT YOU CAN EXPECT:

As a part of the St. Mary's University family, eligible employees receive a competitive compensation package and comprehensive total rewards program that includes, but not limited to, a group benefits package, health spending account, RRSP matching, generous time off, and tuition remission. Compensation will be commensurate with qualifications and experience.

#### APPLICATIONS:

All applicants must submit a cover letter and resume, along with salary expectations directly via email to [careers@stmu.ca](mailto:careers@stmu.ca) in word or pdf format, with the Subject Line of: "Academic Advising Officer" by end of day on **Friday, May 31, 2024**. Note: we are hiring 2 positions: one permanent and one term position (approximately 1 year). Please indicate whether you would like to be considered for both positions or only one position, in your cover letter. We are unable to accept applications and dossiers through third party platforms.

*St. Mary's University is an equal opportunity institution committed to an inclusive, barrier-free recruitment and selection process and work environment. We hire on the basis of merit and are passionate about building and sustaining an equitable and inclusive work environment for students, staff and faculty, where diversity in all areas is celebrated and valued. Support services and accommodations are available if required to ensure an equitable, and inclusive working environment. To ensure a fair and equitable assessment, questions regarding equity, diversity, inclusion, and accessibility can be sent to the Equity, Diversity, and Inclusion (EDI) Committee ([EDI@stmu.ca](mailto:EDI@stmu.ca)) and requests for accommodations at any stage of the recruitment process can be sent to Human Resources ([careers@stmu.ca](mailto:careers@stmu.ca)). Any information received relating to accommodation will be addressed confidentially. We encourage all qualified individuals to apply. Priority will be given to Canadians and permanent residents of Canada.*

*We thank all applicants for their interest, however only those applicants being interviewed will be contacted. No phone calls please.*