



UNIVERSITY
OF
LOUISIANA
L a f a y e t t e

Staff Vacancy

POSITION: MBA Academic Advisor

EEO# BA 7-16

RESPONSIBILITIES:

The MBA Academic Advisor reports directly to the MBA Program Director and:

Customer Service

- Serves as the point of contact for/between prospective applied, admitted, and registered students and key student support units on campus.
- Presents accurate and detailed information to prospective applied, admitted, and registered students about all aspects of enrollment in the MBA online program including admissions, registration, academic advising, financial aid, student accounts, academic program information/requirements, programs/services, and university policies and procedures.
- Works collaboratively with the University's external partners to best serve prospective applied, admitted, and registered students.

Application Processing

- Provides processing support in meeting the enrollment and completion goals and objectives of the MBA online program. Provides specific admissions and student services support to program.
- Assesses credentials of student's application for admission to the program to ensure that all admission requirements have been met including evaluation of transcripts. This evaluation is based on each prospective student's needs, qualifications, and commitment.
- Efficiently and supportively guides and assists students through the application and admission process into the MBA online program. Helps students to overcome barriers to the admission and enrollment processes. Accurately documents interactions for appropriate follow-up throughout the enrollment process.

Academic Advising

- Advises students and provides students with a curriculum graduation plan.
- Assists students with finalization of enrollment process in the program and establishes a program start date.
- Monitors student contracts and maintains contract files.
- Maintains all required paperwork and data entry for the MBA online program in an accurate, confidential, and timely manner.

Reporting

- Recommends and implements strategies to increase access and success of students in the MBA online program and provides continuing support to these students.
- Monitors, tracks, and maintains statistics (enrollment, persistence, success, and completion) that inform strategies including recruiting and retaining students.
- Performs other duties as assigned by Dean, Associate Dean for Graduate Programs, and MBA Director to support university and MBA online program processes.

QUALIFICATIONS:

The online MBA Academic Advisor is a professional staff member in the Moody College of Business Administration. Reporting to the MBA Director, the Academic Advisor will provide excellent customer service to working professionals seeking to earn their graduate degree online. The successful candidate will demonstrate a high degree of organization, competence performing structured tasks, excellent communication skills, a value for higher education, and experience working with cross-organizational teams.

Education: Bachelor's degree (Master's degree preferred)

Experience: Three years' experience in customer service, customer tracking, forms processing, and reporting. (Experience in student services at a higher education institution is highly preferred.)

UNIVERSITY AND COMMUNITY:

The mission of the University of Louisiana at Lafayette is to offer exceptional education informed by diverse world views striving to develop innovative leaders who advance knowledge. The Southern Association of Colleges and Schools Commission on Colleges accredits the University, which offers undergraduate and graduate degrees in the arts, sciences, and professional programs. The University is a public research university with high research activity, an enrollment of over 18,000 students and 800 faculty members. UL Lafayette is the largest of nine universities in the University of Louisiana System. The University offers degree programs in 55 undergraduate disciplines, 15 post-bachelor certificates, seven graduate certificates, the master's degree in 28 disciplines and the doctorate in 10 disciplines. Additional information about the University is available on the University's webpage at <http://louisiana.edu/>

(The following is information that can be included in the announcements on an optional basis)

The core values of the University include: equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

UL Lafayette consists of nine degree-granting units: Arts, B.I. Moody III College of Business Administration, Education, Engineering, Graduate School, Liberal Arts, Nursing and Allied Health Professions, Ray P. Authement College of Sciences, and University College.

Located midway between New Orleans and Houston, Lafayette is the heart of Louisiana's Acadian-Creole region. The city of over 126,000 is part of the Lafayette-Acadiana area, which has a total population of 616,000 and is one of Louisiana's fastest-growing metropolitan areas. Lafayette serves as the base of Louisiana's offshore oil industry, as well as the financial, retail, and medical center for South-Central Louisiana.

SALARY: Dependent on qualifications and experience.

ANTICIPATED STARTING DATE: June 1, 2017

APPLICATIONS: Candidate review will begin immediately. Applicants should send **one** PDF file including a cover letter, résumé, and the names and contact information of three references to:

P. Robert Viguerie, Jr., J.D.
Associate Dean for Graduate and Executive Programs
Moody College of Business, University of Louisiana, Lafayette
prv8157@louisiana.edu

Application Deadline: Until the position is filled.

The University of Louisiana at Lafayette does not discriminate on the basis of race, color, national origin, age, religion, sex, sexual orientation, or disability in admission to, access to, treatment in, or employment in its programs and activities as required by Title VI and Title VII of the Civil Rights Act of 1964, Age Discrimination in Employment Act of 1967, Age Discrimination Act of 1975, the Equal Pay Act of 1963, Title IX of the Education Amendments of 1972, Executive Order 11246, Section 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 and the 1990 Americans With Disabilities Act. - See more at: <http://personnel.louisiana.edu/employment-opportunities/policy-nondiscrimination>