

## Lead Academic Advisor

**Job Code:** 6879

**Salary Grade:** S10

**FLSA Status:** Exempt

*The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.*

### Duties and Responsibilities

Responsible for providing leadership and oversight to include supervision of the advising center, student support initiatives, and program administration. Serves as a campus leader and an active member of the Provost's Advisory Committee on Academic Advising's (PACAA) Advising Leadership Council. Responsible for administrative, advisory and counseling duties.

- Leads and oversees all operations for the academic advising unit.
- Conducts fair hiring and supervisory practices in compliance with Human Resource policies.
- Coordinates onboard training to ensure advising professionals are well versed in university, state, and federal policies.
- Directs unit initiatives to enhance the delivery and quality of academic advising services.
- Fosters a community of care that values respectful relationships among staff, students, faculty, and administrative leadership.
- Offers guidance and consultation in the management of daily student interactions.
- Empowers advising team members to pursue professional development opportunities that expand advisors' knowledge, encourage career advancement, and promote best practices.
- Monitors student enrollment and makes effective decisions regarding advisor assignments.
- Tracks policy changes that impact degree progression and completion.
- Applies advanced problem solving and decision-making skills to complex student cases.
- Coordinates complete withdrawal petitions and college enrollment decisions in consultation with departments.
- Engages with student retention strategies, tools and technologies, and methods of reporting.
- Coordinates student programming to ensure students are connecting with departmental resources and engagement activities.
- Partners with the Office of Admissions and Recruitment to showcase academic majors and degree options for prospective students.
- Represents the advising unit at special events sponsored by campus partners.
- Administers departmental operations including budget oversight.
- Establishes unit outcomes, designs metrics, and gathers and assesses data to inform effective advising practices.
- Identifies critical issues and areas for continuous improvement.
- Manages administrative tasks including time and leave, office coverage, and other personnel matters.
- Maintains direct communication with the Associate Provost for Academic Advising to ensure practices are aligned with campus strategic initiatives.
- Participates as an active member of PACAA's Advising Leadership Council to identify critical needs, shape best practices, and consistently strive for high standards of excellence.
- Commits time and attention to developing areas of expertise and ongoing professional development.
- Serves as a Campus Security Authority (CSA) by fulfilling training and reporting obligations related to campus safety protocols.
- Performs various duties as needed to successfully fulfill the function of the position.

### Minimum Qualifications

**Education:**

Required: Bachelor's degree.

Equivalency/Substitution: Will accept a Master's degree and 60 months of experience or a Doctorate and 36 months of experience.

**Experience:**

Required: Minimum 84 months of experience in academic advising/higher education.

**Certifications or Licenses:**

- None

**Verification of education and licensure (if applicable) will be required if selected for hire.**

### Knowledge, Skills, and Abilities

- Ability to lead well and build rapport with all stakeholders including students, staff, faculty, and administrative leadership



## JOB DESCRIPTION

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- Effective verbal and written communication.
- Detail-oriented for accuracy of data and information.
- Highly organized and capable of handling multiple projects and deadlines
- Demonstrated expertise to learn, interpret, and articulate complex policies and procedures
- Self-directed and able to work independently, collaboratively, and under supervision
- Ability to maintain confidentiality and secure sensitive information
- Proficient in Microsoft Office to include Outlook, Word, Excel, and PowerPoint
- Adaptive to emerging technologies that support position functions

### Working Conditions

#### Physical:

Sitting for long periods of time. Communicate effectively. Ability to engage in repetitive motion.

#### Environmental:

Standard office environment. Frequent exposure to pressure caused by deadlines and busy periods. Ability to work effectively with a wide range of constituencies. Requires contact with other departments and university officials.

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