

Job Level	Graduate Student Advisor and Assistant to the Department Head	Technical/Support Level II
Oversight Received	<ul style="list-style-type: none"> * Assist the department head and associate department head with various tasks and special projects that support the department at large. * Advise the graduate student population on a variety of matters through the lifecycle of their degree program, and will be the primary contact for all graduate applicants. Working with the Graduate School, the Office of Admissions, and the Walter Scott College of Engineering, this position will assist the faculty in review of graduate applications, monitor the applicant database, and resolve issues or problems in addition to maintaining and updating database records and keeping correspondence. 	<ul style="list-style-type: none"> • Completes tasks without immediate supervision • Work is regularly checked.
Problem Solving	<ul style="list-style-type: none"> * Assist with scheduling events and important meetings and events for both faculty and for the whole department. Utilizing reports and databases, this position will maintain records and data on the department to be used by the department head and associate department head. Key activities include support of conduct of annual performance reviews, promotion and tenure reviews and actions, curriculum changes, sabbatical leave requests and reporting, and scholarship management. * Monitor the application process, resolving issues or problems, and keep up-to-date records. This position will also advise applicants on correct procedures, forms and deadlines, notify applicants of admission or denial, as well as, prepare offer letters and contracts for Graduate Research Assistants. 	<ul style="list-style-type: none"> • Problems encountered are varied but similar. • Responses typically drawn from pre-established solutions. • Resolves non-routing issues escalated from junior team members
Interaction/ Communication	<ul style="list-style-type: none"> * Primary point of contact with prospective students to ensure their questions are answered and that all of options for participation in our program are understood. This position will ensure that the applicants understand the admissions process and will help advise applicants on how to meet admissions requirements for both the Office of Admissions and the Graduate School at Colorado State University. * Advise current students on degree requirements throughout their program, and assist with solving any issues that arise. This position will work with current students and faculty to meet important deadlines/dates at the university. * Serve as a resource to faculty for details such as course evaluation reminders, grade change requests, registration overrides, and Canvas logistics. 	<ul style="list-style-type: none"> • Audience is typically knowledgeable about the subject matter. • May need to present information in multiple written forms.
University Impact	<ul style="list-style-type: none"> * Assist the Associate Department Head with curriculum changes utilizing the online curriculum management system. These changes include ensuring new course paperwork meets requirements and are submitted by university deadlines. 	<ul style="list-style-type: none"> • May be accountable for on-time delivery of own work or that of others on the team.
Typical Education	<ul style="list-style-type: none"> * Bachelor's Degree in engineering, science, communications, social work, social behavioral science or a related field. * At least one year of experience advising, counseling, and/or providing academic support for students at an institution of higher education. * Two or more years of experience in a customer-focused office environment. 	<ul style="list-style-type: none"> • Requires technical know-how and broad understanding of subject area. • May require vocational qualification or certification.