ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE: Senior Assistant Dean for Graduate Advising
DEPARTMENT: Gabelli School of Business

OVERVIEW:
Fordham’s Gabelli School of Business is looking for an innovative and data-driven manager to supervise the graduate advising team. This position reports to the Associate Dean of Graduate Studies and will oversee a group of Assistant Deans while encouraging leadership development, training, and educational success for the graduate student body. This position will support intercultural student engagement, enrichment and work collaboratively to provide campus-wide initiatives. This individual will provide support to students in leadership, personal/professional growth, and identity development and must stay up-to-date with policies and trends impacting international students and graduate education.

RESPONSIBILITIES:
- Build the advising unit as a cohesive team that plays a critical role in the lifecycle of students’ growth and development.
- Lead, develop, plan, implement, and evaluate Academic Advising and school-based advising projects and programs designed to facilitate the life cycle of every graduate students’ personal and professional growth.
- Streamline advising processes, resolve any escalated student issues, monitor workflow and offer suggestions for improvements, audit advisors ensure accuracy, hold regular meetings to move department forward, recommend new initiatives to meet student needs.
- Provide guidance to university leadership to school-wide initiatives and develop policies and procedures specific to advising and student engagement.
- Contribute to ongoing program development to ensure student advising needs are taken into consideration in the launch of these new initiatives. Coordinate new initiatives or improvements to processes with other departments to meet student needs and ensure all departments are well informed.
- Ensure the advisors are trained on and implement best practices for handling sensitive information and policies involving students’ privacy and records.
- Implement and maintain a CRM system to continually refine metrics for advisor caseload management, and closely manage the caseloads of advisors to ensure students are receiving appropriate support. Use data collection tools to monitor student satisfaction and to ensure the team supports Gabelli’s goals and strategic priorities.
- Regularly report on team accomplishments and progress toward goals, and on students concerns to both understand general student issues and how to proactively address student concerns.
- Monitor the effectiveness of advising communications and refine existing communication plans in partnership with relevant stakeholders to ensure students receive the information needed at the appropriate times and that the messages are clear, compelling, and motivating.
- Partner with key stakeholders to identify and coordinate the implementation of the graduate student experience as well as identify elements of the ongoing life cycle from applicant to alumnus.
- Maintain strong relationships with the Office of the Dean, Office of Academic Records, Financial Aid, Admissions, Marketing, Faculty, Office of International Services, and Career Development.
- Collaborate with Assistant Deans to build a sense of community among admitted students.
- Identify opportunities for improvement, develop and execute plans for ensuring ongoing excellence.

QUALIFICATIONS:
- Ph.D. preferred.
- 10-15 years of academic advising experience with diverse populations of students; graduate experience is a plus.
- Effective communicator with a wide range of stakeholders with strong problem-solving skills.
- Strong experience in enrollment management and recruitment.
- Deep experience working with faculty and administrators in higher education.
- Proficient with Microsoft Office Suite. Experience with Banner, or a related ERP system, is a plus.

Start Date: 5/1/19
FLSA CATEGORY: Exempt
Salary: Commensurate with experience
Send resume and cover letter to: Travis Russ,
ruess@fordham.edu

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