



Graduate Student Success Advisor/Coordinator

Recruitment #: S2573
Review Date: Open | Open until filled
Department: Student Success and Advising
Salary Rate: \$51,000 - \$55,000

About Western Oregon University:

Western Oregon University is a regional public, mid-sized university – committed to changing lives, strengthening communities and transforming our world. Located in Monmouth, the heart of Oregon’s lush Willamette Valley, WOU is about 20 minutes from Salem, the state’s capital and about 75 minutes from Portland, the state’s cultural hub.

Western is one of Oregon’s oldest public institutions of higher education and was incorporated into the state system as a teacher training institution in 1882. The university offers undergraduate and graduate degrees in arts and sciences, education and professional areas. It’s known for small class sizes, a focus on sustainability and a diverse liberal arts education in a student-centered environment. Western is a Hispanic Serving institution, with over 40% of undergraduates being students of color.

Position Summary:

The Graduate Student Success Advisor/Coordinator plays a key role in supporting the retention, progression, and overall success of graduate students at Western Oregon University (WOU). This position serves as a bridge between current graduate students, faculty program coordinators, and campus partners to ensure a cohesive, student-centered experience from enrollment through graduation.

[Click here](#) for the complete position description which includes knowledge areas and preferred qualifications.

Required Qualifications: Please ensure your application materials clearly demonstrate how you meet the following:

- Bachelor’s degree
- 1-2 years working with college students in an advising or related capacity.
- Communication Skills – Clearly conveys information both verbally and in writing; actively listens to understand others; adapts communication style to fit the audience; maintains professionalism and respect in all interactions.
- Customer Service – Provides responsive, friendly, and solutions-oriented support; anticipates customer needs; demonstrates empathy and patience; maintains a positive attitude under pressure; ensures satisfaction through follow-up and follow-through.
- Problem Solving – Identifies issues quickly and analyzes root causes; uses sound judgment to evaluate options and implement effective solutions; remains calm and resourceful in challenging situations; seeks input and collaboration when appropriate.
- Attention to Detail – Reviews work carefully to ensure accuracy and completeness; follows procedures and guidelines precisely; notices inconsistencies or errors and corrects them promptly; maintains high-quality standards in documentation and execution.

How to Apply: Please upload the following required materials within the application portal.

Applications missing any of the required documents will not move forward for consideration. Please include only the materials listed below:

1. WOU Employment Application form [available here](#) - unclassified/faculty

2. Cover Letter that outlines your qualifications and how they align with the position
3. Resume
4. Unofficial transcripts for the highest degree earned
5. Professional References: complete and submit the Reference Check form, [available here](#) along with your application

Background/Education Check:

A criminal background check will be completed as a condition of employment. Education checks are processed for positions requiring a formal degree as a minimum requirement.

Benefits:

Western Oregon University offers an excellent benefits package for eligible employees which includes 95% premium paid healthcare, a generous retirement and vacation package, and reduced tuition rates for employee, spouse or dependent at any of the Oregon Public Universities. <http://www.wou.edu/hr/benefits/>

Equal Employment Opportunity:

Western Oregon University is an equal opportunity employer. We do not discriminate based on race, color, national origin, gender, gender identity, sexual orientation, age, disability, religion, veteran status, or any other characteristic protected by law. We embrace our differences, and know that our diverse team is a strength that drives our success.

Accommodation Requests:

Western Oregon University is committed to developing a barrier-free recruitment process and work environment. If you would like to request disability-related accommodation(s) to participate in a WOU activity or event, please complete the [online request form](#) at least three (3) business days in advance. If you have questions, contact Desiree Noah at noahd@wou.edu.

Veterans Preference

Applicants are eligible to use Veterans' Preference when applying with Western Oregon University in accordance with ORS 408.225, 408.230 and 408.235; and OAR 105-040-0010 and 105-040-0015. Preference will be given only if the applicant meets the minimum criteria of the position and electronically attach the required documentation at the time of application. For information regarding Veterans' Preference qualifications, visit <http://www.oregonjobs.org/DAS/STJOBS/vetpoints.shtmlq>

To stay informed about the status of this search, we encourage you to regularly visit our careers page at wou.edu/hr/employment/jobs/. Due to the high volume of applications we receive, we are unable to provide individual updates regarding the status of each application. We appreciate your understanding and sincerely apologize for any inconvenience this may cause. Thank you for your interest in employment at Western Oregon University.