



POSITION DESCRIPTION

POSITION INFORMATION	
Position Title	Today's Date
Graduate Student Success Advisor/Coordinator	10/17/2025
Position Classification	Appointment (9mos. / 12 mos. / Other)
Unclassified	12-Months
Normal Position Work Dates	FLSA
07/01 - 06/30 (12 Months)	Exempt
FTE (1.0 is Full-Time)	Classification Title (Classified Only)
1.0	
Department/Division	Work Location
Student Success & Advising	Monmouth Campus
Reports to	Position Number
Director, Student Success & Advising	E99209
Incumbent	Reports to Position Number
	E99823

SUMMARY
Please provide a brief summary of the position.
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.

PRIMARY DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and incidental duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The position description does NOT constitute an employment agreement between the university and employee and is subject to change by the university as the organizational needs and requirements of the job change.

JOB DUTIES		
JOB DUTIES (Please ensure the total of "% of Time" equals 100%)		
% of Time	Duties / Responsibilities	Essential or Incidental
65%	Coordination of Graduate Student Success: <ul style="list-style-type: none">Serve as a central point of contact for graduate program coordinators seeking information, resources, and support regarding student success strategies and university policies.Build and maintain tools, templates, and guidance for graduate program coordinators and other stakeholders, including materials such as Graduate Assistant Supervision Guidelines, Academic Planning, policy guidance, etc.	Essential



	<ul style="list-style-type: none">• Collaborate with the Graduate Admissions Coordinator to design and implement onboarding and training processes and materials for new Graduate Program Coordinators.• Meet regularly with program coordinators, Graduate Admissions Coordinator, and other campus partners to ensure robust communication, shared understanding of program-level needs, and ongoing collaboration around continuous improvement.• Coordinate institutional initiatives related to graduate student success and retention, such as the development and administration of graduate student exit surveys, data collection, and process improvement projects.• Contribute to the development and maintenance of clear, accessible graduate student success materials to ensure consistent messaging and support across programs.	
35%	Advising and Direct Student Support: <ul style="list-style-type: none">• Offer proactive outreach to students to address challenges related to academic progress, university policies, and access to campus resources.• Conduct one-on-one meetings and targeted workshops focused on relevant topics to support graduate student success and satisfaction.• Monitor student progress toward degree completion; maintain accurate advising records and ensure timely interventions when academic or personal challenges arise.• Assist students in navigating processes such as registration, academic standing appeals, thesis/project completion, and graduation clearance.• Partner with program coordinators and faculty to identify and address student concerns, ensuring timely communication and collaborative problem solving.• Serve as a liaison and advocate, connecting graduate students to campus resources.	Essential
5%	Service to the Office, Division, and University <ul style="list-style-type: none">• Represent SSA at events, committees, meetings, etc., often in collaboration with campus partners and stakeholders (e.g. SAP Appeal Committee in Financial Aid)• Participate in on-going professional development (attend relevant conferences, workshops, and review new student success and advising literature)• Actively work to ensure an inclusive, accessible, and welcoming environment for all staff and students• Other duties and special projects, as assigned.	Essential

**EDUCATION and/or EXPERIENCE**

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities are below. **For classified positions, please see classification specifications found online at <https://fa.oregonstate.edu/classification-specifications> to assist with the particular specifications for the position. Please contact Human Resources with questions.**

EDUCATION			
Type of Education	Required	Preferred	Specific field, training or degree
High School Diploma or equivalent (GED)	<input type="checkbox"/>	<input type="checkbox"/>	
Associate degree (A.S., A.A.) or two- year technical certificate	<input type="checkbox"/>	<input type="checkbox"/>	
Bachelor's degree	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Master's degree	<input type="checkbox"/>	X	
Doctoral degree or equivalent (Ph.D., J.D., Ed.D.)	<input type="checkbox"/>	<input type="checkbox"/>	
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	

EXPERIENCE			
Type of Experience	Required Years of Experience	Preferred Years of Experience	Notes
1-2 years working with college students in an advising or related capacity.	1-2 Years	Choose an item.	

SOFT SKILLS			
Soft Skill	Required	Preferred	Notes
Communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Customer Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Problem Solving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Attention to Detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

CERTIFICATES, LICENSES, REGISTRATIONS			
(Select all that apply)	Required	Preferred	Please specify required professional license(s), registration(s), and or certification(s), if applicable:
<input checked="" type="checkbox"/> None			
Driver's license	<input type="checkbox"/>	<input type="checkbox"/>	
Eligibility for Professional license, registration or certification	<input type="checkbox"/>	<input type="checkbox"/>	
Professional license	<input type="checkbox"/>	<input type="checkbox"/>	
Registration	<input type="checkbox"/>	<input type="checkbox"/>	
Certification	<input type="checkbox"/>	<input type="checkbox"/>	

SUPERVISION		
Check the box next to each supervision level utilized by this position.		
Level 1	Positions at this level are not responsible for any supervisory functions or responsibilities but may occasionally be asked to orient and/or train new employees.	<input type="checkbox"/>



Level 2	Lead Capacity: Positions at this level are responsible for providing leadership and instruction in daily work or special project direction that is provided to personnel in similar job functions at comparable or subordinate levels. This work is limited to individuals in same work unit. Positions are not responsible for hiring, firing, disciplinary actions, etc.*	<input checked="" type="checkbox"/>
Level 3	Positions at this level are normally responsible for some supervisory responsibilities, including providing daily work direction, making recommendations regarding hiring, disciplining, terminating employees, making pay adjustments, and/or making employee job/assignment changes. These jobs do not make independent employment related decisions.	<input type="checkbox"/>
Level 4	Positions at this level are normally responsible for a full range of supervisory responsibilities, including providing daily work direction, hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences, and/or make employee job/assignment changes subject to Department Head approval. This is the first full level of supervisory responsibility. Jobs at this level and higher are typically exempt.	<input type="checkbox"/>
Level 5	Positions at this level are normally responsible for a full range of supervisory responsibilities, including providing daily work direction, authority to hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences, and/or make employee job/assignment changes. Supervision will typically include both exempt and nonexempt positions which may include other supervisors.	<input type="checkbox"/>
Level 6	Positions at this level are normally responsible for full managerial responsibility including providing direction to other supervisors/managers regarding the supervision of their staff. Supervisory span will include direct and indirect reports, may cover multiple departments.	<input type="checkbox"/>

SUPERVISION CONTINUED

Level 7	The positions at this level are normally responsible for the overall management of the college, including providing direction to senior managers regarding the supervision of their staff. Final managerial authority and responsibility rests at this level.	<input type="checkbox"/>
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If Level 3 or above is selected, please list direct reports:

Job Title (i.e. "Student Employee", "Office Specialist 1")	Number of Employees Supervised with this Job Title
Student Employee, possibly Graduate Assistant	1-2

*A **lead role** typically will provide oversight of people, projects, or functions. Whereas a supervisor will hire, fire and have performance appraisal responsibilities. A lead may contribute to these processes but typically does not have final decision-making authority in employment decisions.

DECISION MAKING & FISCAL RESPONSIBILITY

For full definitions of terms in the drop down lists please see the Position Description Writing Guide on the Human Resources [Forms Page](#).

Scope of Decisions Made:	Directed
Impact of Decision Made:	Position
Autonomy and Discretion:	Some Discretion
Fiscal Authority:	None



Fiscal Responsibilities:	Transactions
Operating Budget (\$):	\$ 0
Grant Funding (\$):	\$ 0
Number of Grants:	0
Foundation Funding (\$):	\$ 0
Number of Foundation Funds:	0
Agency (WOU) Funding (\$):	\$ 0

WORKING CONDITIONS

Typical Work Functions*
(check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Balancing | <input type="checkbox"/> Carrying |
| <input type="checkbox"/> Climbing | <input type="checkbox"/> Crawling |
| <input type="checkbox"/> Crouching/ Stooping | <input type="checkbox"/> Driving |
| <input type="checkbox"/> Feeling/Handling | <input type="checkbox"/> Keyboarding/Computer Use |
| <input type="checkbox"/> Personal Protective Equipment | <input type="checkbox"/> Pulling/Pushing |
| <input type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Regular interaction with customers |
| <input type="checkbox"/> Repetitive movement | <input type="checkbox"/> Sitting |
| <input type="checkbox"/> Speaking | <input checked="" type="checkbox"/> Specific Work Schedule |
| <input type="checkbox"/> Squatting | <input type="checkbox"/> Standing |
| <input type="checkbox"/> Telephone Use | <input type="checkbox"/> Twisting/Bending |
| <input type="checkbox"/> Walking/Running | <input type="checkbox"/> Writing |

Typical Working Environment and Hazards*
(check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Normal office environment | <input type="checkbox"/> Animals/Wildlife |
| <input type="checkbox"/> Chemicals | <input type="checkbox"/> Confined Spaces |
| <input type="checkbox"/> Darkness/Poor Lighting | <input type="checkbox"/> Dust/Fumes |
| <input type="checkbox"/> Electrical Hazards | <input type="checkbox"/> Explosives |
| <input type="checkbox"/> Fire Hazards | <input type="checkbox"/> Heights |
| <input type="checkbox"/> Human-Source Material (e.g., blood) | <input type="checkbox"/> Indoor Temp Extremes (Heat/Cold) |
| <input type="checkbox"/> Moving machinery/Heavy Equipment | <input type="checkbox"/> Near-Continuous Use of Video Display |
| <input type="checkbox"/> Noise | <input type="checkbox"/> Pathogens |
| <input type="checkbox"/> Potential Combative Work Environment | <input type="checkbox"/> Radiation |
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Vibration |
| <input type="checkbox"/> Weather Extremes | |

Lifting Demands*	Up to 10 pounds
Additional Physical Demands or Work Conditions:	
Frequency of Travel*	Up to 20%
Work Schedule (if not typical or specified)	

ADDITIONAL REQUIREMENTS



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. Reference checks will be conducted.

Equal Employment Opportunity: Western Oregon University is an equal opportunity employer that is committed to diversity, equity and inclusion in the workplace. We celebrate our inclusive work environment and encourage people of all backgrounds and perspectives to apply.

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 require any accommodations, please email us at [employment\[at\]wou.edu](mailto:employment[at]wou.edu) and we will work with you to meet your accessibility needs.

Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Reviewer (VP / Director)	Reviewer Signature / Date
HR Director	HR Director Signature / Date

HR USE ONLY:

Received by:	Date

Position Class #:	Employee Class	Job Location	Appointment Percent
CUPA-HR#/Title	NOC Code	Category Code	SOC Code
Actions Taken			
<input type="checkbox"/> NBAPBUD/NBAPOSN <input type="checkbox"/> NBAJOBS <input type="checkbox"/> PEAFAC <input type="checkbox"/> Electronically Filed			
NOTES:			