



California  
Institute of  
Advanced  
Management

Department: Student Success  
Student.Success@ciam.edu

## Student Success Advisor/DSO Job Listing

<b>Job Title:</b>	Student Success Advisor/DSO
<b>Department:</b>	Student Success
<b>Status:</b>	Full-time, Non-Exempt
<b>Type:</b>	Hybrid (four days on campus; one day remote)

The California Institute of Advanced Management (CIAM) is a nonprofit graduate university that produces socially responsible and globally oriented business leaders who will make positive changes in their communities. CIAM values and promotes a culture respecting ethics, integrity, and the fulfillment of duty to our constituents, employees, and society. These are values that flow directly from the wisdom and philosophy of Peter F. Drucker.

### JOB SUMMARY

The Student Success Advisor/DSO is responsible for four major components of successful student academic experience: Student Advising & Student Engagement.

The Student Success Advisor/DSO provides information, outreach, and support to students and graduates and participates in the development, promotion, coordination, and evaluation process of various student services programs. The Student Success Advisor/DSO prepares SEVIS documentation and maintains SEVIS reporting and compliance and up-to-date knowledge of federal immigration laws and regulations pertaining to F-1 students. The Student Success Advisor/DSO reports to the Director of Student Success.

### ESSENTIAL RESPONSIBILITIES

- Maintain and create plans to ensure effective counseling, resolve student issues, and communicate and receive feedback.
- Provides counseling to students who need academic, social, and personal support and is responsible for day-to-day communications.
- Maintain student and university records for SEVIS compliance, including form I-17 and DSO training and oversight.
- Create and provide I-20 documents for F-1 students.
- Advise students on issues that impact their F-1 status and require updates to their I-20 documents, including CPT and OPT.
- Maintain up-to-date knowledge of SEVIS reporting requirements, as well as federal immigration laws and regulations pertaining to F-1 students and dependents.
- Develop and manage processes and communications with students and graduates via

electronic emails, phone calls and in person campus visits.

- Collect data and develop methods to use data to determine and respond to student needs.
- Collect and report data as required by approving and accrediting agencies.
- Continually seek ways to improve student success by developing new initiatives to support current students.
- Develop and prepare events and workshops on a variety of student success topics.
- Serve on appropriate University Committees.
- Facilitate co-curricular activities and opportunities for intentional learning, reflective practices, skill development and personal growth.
- Develop, lead, participate in, and assess the value of presentations, surveys, workshops, programs, and activities related to student well-being, engagement, and retention.
- Create and implement intervention plans for non-engaged students.
- Document disciplinary actions per established process and maintain all disciplinary data.
- Participate in and support campus events such as orientation, graduation, and others as they arise.
- Ability to cultivate and develop inclusive and equitable working relationships with students, faculty, staff and community members.
- Demonstrates skill in understanding of cultural differences.
- Other duties as assigned by your supervisor, the Director of Student Success.

#### **MINIMUM QUALIFICATIONS**

- Bachelor's degree required. At least 3 years' experience in education, social service, and student services.
- Experience in advising international students, DSO experience preferred.
- Excellent experience in customer relations and service administration required.
- Ability to professionally represent CIAM in a variety of situations.
- Strong oral and written communication skills.
- Strong collaborative and team-oriented interpersonal skills.
- Detail-oriented, accurate, organized, and efficient. Ability to work independently, handle large volumes of work, and multi-task with interruptions.
- Ability to handle information in a confidential and professional manner.
- Demonstrated computer proficiency in Microsoft Office, Adobe, and Canva.
- Ability to manage difficult or emotional student situations.
- Ability to learn new technologies and acquire new skills through independent study, informal or formal training.
- Strong desire and natural ability to help people.

#### **BENEFITS SUMMARY**

Salary will be commensurate with experience and internal equity. Comprehensive Benefit Plan

available:

- Medical: Kaiser Permanente
- Dental: Delta Dental
- Vision: VSP
- Flexible Spending (FSA): The Advantage Group
- 401K retirement plan with Transamerica
- Tuition Remission program for employee, spouse, and dependent children.
- Personal time off (PTO) plan
  - 12 Paid holidays and Winter Break

Employment is contingent upon successful completion and clearance of a background check and employment verification.

**SALARY RANGE**

\$50,000.00 - \$60,000.00/Yr.

Additionally, CIAM's Annual Safety and Security Report 2022-2024 report is available to you. This report is required by federal law and contains policy statements and crime statistics for the school. The policy statements address the school's policies, procedures and programs concerning safety and security, for example, policies for responding to emergency situations and sexual offenses. Three years' worth of statistics are included for certain types of crimes that were reported to have occurred on campus, in or on off-campus buildings or property owned or controlled by the school and on public property within or immediately adjacent to the campus. This report is available online at <http://ciam.edu/new/campus-safety>. You may also request a paper copy from the Student Services/ Title IX office.