Maryland University of Integrative Health

Formerly Tai Sophia Institute

JOB LISTING

Academic Support Specialist

Position Available: Immediately
Post Date: 02/10/14
End Date: Open until filled

Maryland University of Integrative Health (formerly Tai Sophia Institute) is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated and informed leaders in health and wellness through transformative and relationship-centered programs that draw from contemporary science and traditional wisdom. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. MUIH's on-site Natural Care Center offers compassionate and affordable healthcare from student interns and professional practitioners.

Maryland University of Integrative Health (MUIH) is seeking a dedicated individual to join our community as an Academic Support Specialist. This position reports to the Director of the Library and Academic Support Center as part of the caring, customer-service oriented staff that comprises the academic support team. The Academic Support Specialist is responsible for working with students, faculty, and staff to ensure the success and retention of students in need of academic support such as writing and math labs, study skills training, tutoring, computer and technology training, information literacy education, research skills training, and other services necessary for academic success.

This position is 35 hours per week, consisting mostly of afternoon and evening shifts, and may be staffed by a single individual or by two persons acting in a job-sharing capacity. MUIH offers online and evening classes attended by students who are also busy professionals, and thus weekday and weekend work hours are required. An individual in this role will be working a minimum of 5 days per week to include Fridays and Saturdays and either Thursdays or Sundays. Job share applicants will staff this position all seven days per week. In addition, the Academic Support Specialist will be expected to accommodate the needs of students who require appointments outside of the Specialist's regularly scheduled work hours.

Responsibilities/Duties

Responsibilities/duties include, but are not limited to:

- Determining and addressing student needs for supporting requirements in academic courses
- Identifying, providing or assuring the provision of comprehensive academic support services to students in need of writing and math labs, study skills training, tutoring, computer and technology training, information literacy education, research skills training, and other services necessary for academic success
- Identifying online resources that support student learning for both online and on campus students
- Creating and providing programs and workshops for in-person and online delivery to meet the academic skill set needs of both face to face and online students
- Managing, tracking, assessing, and reporting upon the provision of comprehensive academic support services to both face to face and online students

7750 Montpelier Road
Laurel, MD 20723
Phone: 410-888-9048
Fax: 410-888-9004
www.muih.edu

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Academic Support Specialist

continued (2 of 3)

- Procuring and maintaining relationships with online or other service providers that deliver academic skill set programs
- Collaborating with the Assistant Provost for Academic Assessment to administer climate surveys that contribute to and support the retention effort
- Partnering with Academic Advisors to provide a continuity of assistance for and to track academic development of students who use the University's Academic Support Center's programs or services
- Working closely with Faculty Advisors to assure that students' academic development is addressed
- Partnering with academic programs and advisors to institute and run university-wide orientations for new students and faculty members
- Participating in CEO Student Delegation meetings and other student, faculty, and staff meetings as appropriate
- Surveying and sustaining communication with faculty and other individuals at academic and related points of service to record their perceived sense of student needs
- Coordinating workshops and programs to support and educate students and faculty
- Developing and reviewing institutional policies
- Defining, implementing, and assessing strategies to support the concept of ensuring that all students receive an "exceptional student experience" as defined by the University
- Performing other duties as assigned

Qualifications

Required:

- Master's degree in Education, Psychology, Counseling, Coaching, or a related field
- Experience working with adult learners in an educational setting
- At least 3 years of work experience in a comparable setting, including experience in delivering student assistance in person, on the phone, and via online systems or services
- Proven ability to deliver exceptional customer service
- Extensive knowledge of online programs, services, applications, and other resources that provide face to face and online students with writing and math labs, study skills training, tutoring, computer and technology training, information literacy education, research skills training, and other services necessary for academic success
- Familiarity with current best practices in providing academic support to students such as skills training and tutoring
- Ability to balance multiple priorities and provide deliverables within specified timeframes
- Strong verbal and written communication
- Proficiency in the use of MS Office applications—Word, Excel, PowerPoint, Access, and Outlook
- Excellent interpersonal and communication skills
- Ability to appropriately handle confidential information

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continued (3 of 3)

Preferred:

- Experience working with graduate students

To apply

Interested individuals should forward a letter of interest and CV/resume to our Office of Human Enrichment at jobs@muih.edu, referencing "1405 – Academic Support Specialist" in the subject line of the email.

Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law. Maryland University of Integrative Health is committed to acting, communicating, and educating in ways that recognize and honor the full range of human diversity. Equal Opportunity Employer

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