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# Example of Advocacy Coordinator Job Description

Our innovative and growing company is hiring for an advocacy coordinator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for advocacy coordinator

* Serves as an university mentor to students at high risk by providing guidance and navigation of university resources
* Interprets administrative policies
* Serves as a back-up to Student Advocates on other campuses
* Work in partnership with the Principal Customer Advocacy Coordinator (CAT) phone associates, and various internal and external business partners to research, resolve, and remediate escalated Tier 2 complaints and RFI/NOE/QWR requests
* Record, track and report open and closed Tier 2 complaints and RFI/NOE/QWRrequests
* Provide exceptional service to our Small Business Customers in a prompt and professional manner on the phone
* Able to de-escalate calls
* Perform extensive research to further understand customer problems and offer solutions
* Identify opportunities in servicing processes and suggest solutions
* Able to offer and sell relationship-building solutions as part of a seamless integrated conversation

## Qualifications for advocacy coordinator

* Experience in using computer software
* Demonstrated knowledge of Title IX compliance
* Experience in advocacy and facilitation
* Experience in utilization of PeopleSoft and Blackboard
* Bachelor’s degree in, Liberal Arts, Psychology, or a social science related field plus one full year, post-degree related experience AND/OR earned Master’s degree in, Social Work, Counseling, Student Affairs in Higher Education, or a social science related field strongly preferred
* Demonstrated experience working with survivors of sexual violence, stalking, sexual harassment, relationship violence, and/or adult survivors of sexual assault