

STUDENT RETENTION SPECIALIST

Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 22
REPORT TO: COORDINATOR OF ADVISING & RETENTION
REVIEWED DATE:

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

The Student Retention Specialist provides support services for students to promote retention and academic success. The Retention Specialist will engage students in a variety of student services activities to ensure progression towards graduation leading to career or transfer goals; works in collaboration with faculty, various student support services professionals and students at the college. This position may supervise work-study students and student workers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as liaison to at-risk students whether self-identified or faculty/staff identified including creating programs of support.
- Responds to faculty/staff submitted Early Alerts and supports students in establishing goals to promote success.
- Acts as a liaison for academic support services such as tutoring, library services, and distance learning support.
- Acts as a liaison between various student affairs areas such as Counseling, Student Disability Services, Career Services and Financial Aid.
- Assists faculty and staff in identifying trends and researching best practices in student persistence and completion.
- Maintains records of student academic progress.
- Provides individual academic advising services to new, continuing, and transfer students assisting them with enrollment choices including creating and updating academic plans.
- Supports the college in new student advising and registration.
- Provides resources and opportunities for students to explore career and degree options.
- Utilizes student success software within the context of academic advising.
- Identifies gaps in services based on best practices in retention and creates programs to improve student success. Identifies specific cohort groups with targeted interventions.
- Conducts outreach and recruitment of program participants.
- Tracks student performance using student success software.
- Creates, disseminates and collects student surveys aimed at providing feedback on program and/or students' needs.

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- Utilizes data to guide interventions and monitors effectiveness and student progress.
- Works with the Institutional Research Department to compile data to assist in retention proposals.
- Assists faculty and staff in identifying trends and researching best practices in student retention.
- Prepares marketing requests with the guidance of the Coordinator of Advising & Retention.
- Assists in developing an annual plan to implement student recruiting strategies.
- Participates in the process for systematic review and evaluation of Student Retention functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to work independently according to established schedules and to complete assignments and projects, as per defined timelines.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups.

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- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to perform and excel in a high-tech all-digital environment.
- Excellent customer service skills and interpersonal skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university with two (2) years of student retention or related experience at a college or university setting OR an Associate's degree or 60 hours from an accredited college or university with five (5) years of student retention or related experience at a college or university setting.
- Experience in student development/engagement, academic advising, early alert intervention, and working with high-risk students from diverse backgrounds.

PREFERRED EDUCATION AND EXPERIENCE

- Bilingual in English-Spanish

CERTIFICATES AND LICENSURES

None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be

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made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?

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- TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Bachelor's degree from an accredited college or university with two (2) years of student retention or related experience at a college or university setting OR an Associate's degree or 60 hours from an accredited college or university with five (5) years of student retention or related experience at a college or university setting?
- Yes
 - No
3. *Do you have experience in student development/engagement, academic advising, early alert intervention, and working with high-risk students from diverse backgrounds?
- Yes
 - No
4. Are you bilingual in English-Spanish?
- Yes
 - No