

Job Classification: Exempt, Full-Time

Work Schedule: Monday - Friday

Compensation: Grant funded position (\$38,000)

Reporting Relationship: Dean of Instruction/Title III Director

Closing Date: *Open until filled*

Primary Accountabilities:

The Student Retention Specialist is primarily responsible for leading the development and implementation of comprehensive services for students in alignment with the Title III grant goals and objectives. These services will include proactive advising (campus-based and online), tutoring (campus-based and online), online Degree Audit, and online Early Alert/Referral. The overall efforts led by this individual will culminate in the analysis of the institution's retention and persistence performance, and by working with faculty, staff, and students, design and implement actions targeting improved performance in those institutional effectiveness components. This position also provides confidential support under Title IX compliance, crisis intervention/referrals when appropriate, conflict management, academic coaching, and educational/outreach activities to students.

Major Duties:

- Collaborate with appropriate campus departments to design, develop and implement a comprehensive student services system that includes individualized outreach, success tracking, and appropriate interventions and accommodations.
- Specifically working with high-risk, disadvantaged, and special student populations to ensure they have access to MATC's educational programs and activities.
- Ensure the design of the student services system is in compliance with and in conjunction to federal regulations and best practices in the post-secondary educational and technical training environment.
- Provide ongoing training and support to faculty and staff in effective delivery of services and implementation of new support tools/technology.
- Develop and maintain the online and peer tutoring program using the CRLA standards. Identify, train, and supervise peer tutors in accordance with project coursework.
- Satisfy specific documentation requirements of the position related to the Title III grant project within identified timeframes, and related evidence to enhance the institution's capacity for data-informed analysis and action recommendations.
- Utilizing a success-coaching model based on best practices providing student support services including academic advising, on and off campus resource referrals for student needs, and accommodative services to support student development, academic achievement, and student success.
- Per Title IX compliance provide support services under legally protected confidentiality

PRIMARY SKILLS

- Ability to track outcomes of interventions, utilize the data for informed decision-making, and implement the necessary refinements/updates.
- Excellent interpersonal skills to work with faculty, staff, and administration.
- Excellent, demonstrated oral and written communication skills.
- Ability to be proactive to acquire new and/or advance technological skills as related to basic to more advanced computer use.
- Self-motivated and able to work independently as well as in a collaborative environment.
- Highly organized and accurate with great attention to detail.
- Knowledge of best practice for online and face-to-face student retention.
- Ability to manage multiple projects and adhere to deadlines.
- Ability to maintain confidentiality in accordance with Title IX compliance.
- Ability to work evenings and weekends as may be required.
- Physical and emotional requirements—The incumbent may be expected to perform/demonstrate the following during any part of the working day: speaking, observing, hearing, hand/eye coordination, lifting up to 25 pounds, and consistency of temperament.

Qualifications:

- Bachelor’s degree in education, student development, or related field.
- Minimum 3 years of experience in advising and student services.
- Demonstrated familiarity with student support at similar institutions.
- Demonstrated ability to work collaboratively with a team.
- Excellent organizational, technological, and communication skills.

Preferred Qualifications:

- Master’s degree in student development, counseling, or related field.
- Experience with online student support services.
- Experience with Canvas LMS and Jenzabar EX
- Experience with disadvantaged and non-traditional student populations
- Prior or current experience with Title IX compliance.

Physical Demands:

- Ability to sit for extended periods.
- Ability to read computer screens and mail, email, talk on the phone.
- Ability to work occasional evenings.

Work Environment:

- Professional and deadline-oriented environment in an educational setting.
- Interaction with students, staff and guests.

.NOTICE OF SPECIAL POSITION OF EMPLOYMENT REQUIREMENTS

1. This position description is not designed to cover or contain a comprehensive list of all duties and results to be performed in this position. Duties and Performance standards may be added, subtracted, and/or changed by your supervisor at any time due to changes in department or institutional requirements.
2. Unless exempt due to employment contract signed by the President, all employees of Manhattan Tech are to be considered as an “at-will” employee.
3. The Student Retention Specialist is the only employee that can provide support under legally protected confidentiality. This relationship involves privileged conversations and this confidential resource will not share information about an individual (including whether or not that individual has received services) with the Title IX Coordinator or any other employee of the College without the individual’s express written permission.
4. Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements. Manhattan Tech grants equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion or veteran status.
5. All ‘offers of employment’ are subject to criminal background check prior to employment.

Employee Signature Date

Supervisor Signature Date