

Job Classification: Exempt, Full-Time Work

Schedule: Monday – Friday

Compensation: \$38,000, may include evenings and weekends

Reporting Relationship: Title III Director, Activity Coordinator/Distance Learning Specialist

Closing Date: *Open until filled*

Primary Accountabilities:

The Student Services 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 position will work closely with MATC IT to design and develop sustainable systems and train MATC Faculty, advisors, and other staff. 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.

Major Duties:

- Collaborate with appropriate campus departments to design, develop and implement a comprehensive student services system
- Ensure the design of the student services system 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.
- 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.

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 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.
- 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 or related field.
- Minimum 3 years of experience in advising and student services in a higher educational environment.
- Experience with online services.
- Experience with Canvas LMS
- Experience with disadvantaged and non-traditional student populations

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. All employees of Manhattan Tech are considered “responsible employees” pertaining to Title IX regulations concerning both prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about sexual assault or harassment situations.**
- 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