

JOB TITLE: Advisor, Student Success

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Director, Early College Programs

FLSA: Exempt

LEVEL: 201

DATE: 8/3/2020

POSITION SUMMARY: The Student Success Advisor will be responsible for increasing completion and retention rates for identified students from designated rural high schools by employing a case-management style to intrusive advising. The Student Success Advisor will provide a holistic approach to academic advising through regular, sustained contact with assigned students. This position will also motivate and encourage identified students, track their progress toward degree completion, and connect them with needed internal and external resources. *This is a grant-funded position with a limited term appointment.*

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: Bachelor's degree from a regionally accredited institution of higher learning. Two years of work experience in case-management, advising or relevant experience. The ideal candidate will have a master's degree from a regionally-accredited institution of higher learning, professional experience in personal and/or career counseling, experience working within a collegiate setting, and experience with Colleague software.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Responsible for developing case-management strategies to ensure and increase student retention and completion of identified students.
- Serve as main point of contact for identified students.
- Connect identified students to needed resources, both internal and external, academic and holistic.
- Develop and maintain connections with students, serving as the advisor, retention guide, coach and facilitator.
- Provide complete support to identified students in order to increase completion rates.
- Monitor and document the progress of identified students.
- Work closely with high school counselors to identify eligible students and ensure a smooth transition to higher education.
- Exhibit exemplary attendance, punctuality, and attention to detail.
- Assist with Early College Academy activities that involve students from assigned high schools.
- Comply with college policies and procedures.
- Attend college functions, serving on committees and attending community events.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Strong organizational and time management skills. Ability to travel to high schools and community events as needed. Ability to work well with others. Strong oral and written communication skills. Ability to use information technology for professional productivity (such as Microsoft Office Suite). Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of general office procedures and office filing systems. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Effective telephone communication skills. Ability to establish and maintain positive working relationships with other employees. Ability to handle

confidential material judiciously. Ability to organize and coordinate functions and tasks, with frequent interruptions. Ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public.

LEADERSHIP and COMMUNICATION SKILLS: Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

DECISION-MAKING and ANALYTICAL SKILLS: Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to use independent judgment and discretion; perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Ellucian, ImageNow, etc.; use of technical computer applications, e.g. FAFSA; use office machines such as telephones, fax machines, copiers; effective keyboarding skills.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

POSITIONS SUPERVISED: None

SIGNATURE: This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*