

**JOB TITLE:** Retention Coordinator

**DEPARTMENT:** Academic Affairs

**LOCATION:** Union Campus

**REPORTS TO:** Executive Director, Learning Center & Academic Support

**STATUS:** Full-time

**FLSA:** Exempt

**LEVEL:** 204

**DATE:** 4/12/22; 2/17/20

**POSITION SUMMARY:** Responsible for researching, planning, and executing effective strategies and programs that will lead to enhanced retention, student success, and institutional effectiveness for students from populations and/or courses that would benefit from additional academic support, as identified in institutional data sets.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Bachelor's degree; tested experience in student success, retention initiatives, and/or academic support roles; teaching experience preferred.

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

- Coordinates with faculty and works with The Learning Center to meet supplemental instructional needs and reports on enrollment and retention data.
- Manages, oversees, trains and reports on the college's Early Alert System.
- Monitors individual student academic advancement on an ongoing basis and connects students with intervention support services through the use of early intervention processes and Learning Center services.
- Communicates with faculty and staff to develop and maintain academic support programs that assure student success.
- Work with student development and academic support services, college staff, and faculty to develop and implement retention initiatives and services.
- Research and implement, as appropriate, learning support groups, peer coaching models, mentoring models, and learning communities for future programming.
- Develop, research, assess academic support programming that aligns with the completion agenda and other agency best practices.
- Work with Learning Center and Faculty to assess pre-course programming (prep sessions, bridges, workshops).
- Collaborate with faculty and staff across campus to develop retention initiatives utilizing academic support services.
- Responsible for supervising, hiring, training, evaluating, etc. of Retention staff.
- Serve on/chair committees as necessary.
- Communicate with faculty and staff as retention programming and academic support services are developed and aligned.
- Use best practices for programming in retention and supplemental instruction as outlined in literature and research.
- 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 College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**LEADERSHIP AND COMMUNICATION SKILLS:** Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; ability to give instructions or assignments to others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and

professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; ability to direct, manage, or lead others; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning.

**DECISION-MAKING and ANALYTICAL SKILLS:** Apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; ability to use independent judgment and discretion; ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to present materials effectively to individual students or groups; some knowledge of ADA regulations with regards to making referrals and providing necessary accommodations. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple projects.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**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; some work is performed in classroom, extended periods of time viewing computer monitor or standing; may require adjustment of schedule to include some evening and/or weekends.

**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 light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Retention Specialist

**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.

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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.*