

## STUDENT SERVICES SPECIALIST

<b><u>POSITION:</u></b>	Student Services Specialist
<b><u>DEPARTMENT:</u></b>	Student Services
<b><u>TERM:</u></b>	12 Months
<b><u>SUPERVISOR:</u></b>	Dean of Students
<b><u>OPEN:</u></b>	4/25/18
<b><u>CLOSED:</u></b>	Open until filled
<b><u>SALARY:</u></b>	\$16.05 - \$17.42/hr

### **PRIMARY FUNCTION:**

Provides information and assistance regarding postsecondary education information to targeted groups of students. Counsels and advises students in career and educational choices for the purpose of recruitment and retention. Coordinates efforts with the Admissions Officer and Dean of Students on implementing and evaluating continuing and new programs to recruit and retain targeted groups of students. Plans and facilitates enrollment management efforts and provides direction for the institution in the areas of recruitment and retention.

### **Nature of Work:**

The primary responsibility of this position is to coordinate the planning, implementing and evaluation of new and existing retention and recruitment programs. Travel is required. Work after hours is required.

### **Personal Contacts:**

This position requires intensive contact with current students, prospective students, faculty and staff, retention and recruitment committees, parents, high school students and staff, local business and media, and the public.

### **Supervision Received:**

Dean of Student Services daily, through face-to-face meetings, email, and department meetings.

### **Essential Functions:**

Position requires ability to communicate orally and in writing, keep accurate data, prepare reports, analyze and interpret complex data, understand and apply regulations, plan and make public presentations to large and small audiences, interact effectively with all stakeholders and accurately and effectively perform multiple tasks.

### **RESPONSIBILITIES:**

- Provides student assistance during the registration process and maintains information in the college's student information system.
- Assists in the coordination and delivery of all departmental activities
- Interacts with college employees, students or outside contacts to provide information, answer questions, solve problems, or otherwise respond to legitimate requests.
- Identifies target populations; develops visitation schedules with target schools, agencies or conferences to meet with prospective students, counselors and administrators; discusses TMCC program offerings and answers questions concerning curriculum, enrollment procedures and/or student life.

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- Assists in improving student retention rate by tracking progress of students through program and counsels' students regarding personal and/or academic issues; refers to other sources of counseling as needed.
- Identify, track, and maintain information (including retention and success rates) on all students enrolled at TMCC.
- Assists the Admissions Officer and the Dean of Students to develop and manage a system to identify and intervene with at risk students and students whose progress is not satisfactory.
- Coordinate and implement an Early Alert System to promote student success, including but not limited to phone contact, face-to-face meeting, and electronic communication.
- Organize and distribute informational material to prospective and/or continuing students.
- Compile information for the display monitors across the campuses, including the college Marquee, social network sites, and other media delivery formats, in cooperation with the IT Department.
- Facilitates and distributes college communication to students, with the Admissions Officer, through electronic and mail distributions.
- Assists students with completion of forms and review to ensure accuracy, authenticity and timeliness of information and required documents.
- Schedules meetings with prospective students and/or parents on an individual basis and answers questions, compares educational systems, discusses their academic credentials and provide information.
- Schedule and facilitate tours for prospective students.
- Assists the Dean of Students with on-campus recruitment programs for prospective students. This includes coordinating the agenda, speakers, length of campus visits and transportation.
- Coordinates objectives for recruitment and retention with the Dean of Student Services and other student service personnel.
- Participates in policy and procedure development regarding retention and recruitment efforts.
- Represents the program by giving presentations at various activities such as college fairs and community meetings.
- Coordinates the development of recruiting and retention materials such as letters, flyers and brochures.
- Development, implementation, and evaluation of new and continuing retention activities.
- Interprets and communicates College admission policies, academic policies, and student services procedures to students, parents and the public.
- Prepares requested reports documenting retention and recruitment activities.
- Protect confidentiality of students as provided by the college's confidentiality policy.
- Meet and greet students while answering questions from students for all areas of student services.
- Serves on Institutional committees as assigned, and serves as chair for the Recruitment and Retention Committee.
- Responsible for ensuring accuracy, integrity, and confidentiality of information
- Interacts positively with college employees, students, or outside contacts, to provide information, resolve issues, or otherwise respond to requests.
- Provides services to students at the counter or via phone, answers questions about student services, provides direction, information, and is cross-trained to assist in other areas in the student services department.
- Provides assistance and support to the Dean of Students in all areas of responsibility, including Dual Credit, Continuing Education Units, and other student service programs.
- Other duties as assigned.

### **JOB REQUIREMENTS:**

**Knowledge:**

- Knowledge of academic institutions.
- Knowledge of the principles and practices of recruiting and retention.
- Knowledge of student services policies and procedures.
- Knowledge of the Native American population and Turtle Mountain Culture.
- Knowledge of federal, state, and tribal laws regarding students, records, and privacy, which includes but is not limited to FERPA.

**Skills:**

- This position requires well-developed communication and organizational skills and the interpersonal relations skills appropriate to regular and intensive interaction with students and public.
- Must possess and demonstrate good customer service skills, be able to listen without being judgmental, perform multiple tasks, and operate all types of office equipment.
- Must be able to think critically, organize systems and student service programs, and effectively implement in these areas.
- Must be able to analyze data, and identify areas of focus to remove barriers and promote student success.
- Must have good database management skills.

**Abilities:**

- Ability to interact and work effectively and harmoniously with college staff and faculty as well as with the diverse situations of students.
- Ability to recognize situations and make fast decisions or refer to someone for assistance.
- Ability to communicate positively and effectively with all stakeholders.

**MINIMUM QUALIFICATIONS AND SKILLS:**

- Bachelor's Degree in Education or related field, with one-year experience in an educational organization; OR
- Associate Degree and three years of experience in an educational organization.
- Must have strong technology skills and experience with data base management.
- Experience working with diverse populations, preferably the Native American community or Tribal College students.
- Must have outstanding interpersonal and customer service skills and demonstrate the ability to build positive relationships with students and parents.
- Work a flexible schedule in a fast paced environment.
- Must provide copy of current valid North Dakota driver's license.

Written: 2/18