

Student Support Services (SSS) Specialist

Position Title: Student Support Services (SSS) Specialist
Contract Term: 12-month position
Accountable To: Student Support Services Director/Counselor
Salary: \$45,282 – \$49,163

Summary of Position: This position will support the Director in achieving the goals of the SSS project.

JOB CHARACTERISTICS:

Nature of Work: The Specialist is estimated to spend 50% of time on service to students; 20% on records management; 20% coordinating student services with other programs; and 10% on financial literacy. Some travel is required. Some work after hours may be required.

Personal Contacts:

This position requires intensive contact with current students, faculty and staff, retention and recruitment committees, and the public.

Supervision Received:

Director of Student Support 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:

- Assists the Director in ensuring all aspects of the Student Support Services project are properly implemented.
- Assists the Director in recruitment of students to the SSS project.
- Will work with the Director and other campus programs (Registrar, Financial Aid, etc.) to ensure students are receiving full measure of support, provide financial literacy training/specialized assistance if needed, assist with tutoring, assist in providing training, and collect/manage program information and data.
- Will work with the instructors and Learning Assistants to ensure SSS student's academic and tutoring needs are met. This will also support attainment of good academic standing in the event an SSS student is placed on probation.
- Assist in planning, implementing, and monitoring activity of the SSS project.
- Maintain records as required by the funding agency and TMCC to document project activities.
- Prepare monthly reports for the Director and TMCC administration.
- Serve as the staff member focused on retention of SSS students through a system of working with the Early Alert staff, the Registrar's office, Financial Aid office, instructors, tutors, and other on-campus partners to identify student challenges, needs, or opportunities are addressed in a timely manner.
- Identify, track, and maintain information (including retention and success rates) on SSS students enrolled at TMCC.
- 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.

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- Organize and distribute informational material.
- 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.
- Protect confidentiality of students as provided by the college's confidentiality policy.
- 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.
- Performs other duties as required.

JOB REQUIREMENTS:

Knowledge: Knowledge of: Academic institutions, the principles and practices of recruiting and retention, student services policies and procedures, the Native American population and Turtle Mountain Culture, 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 with college staff and faculty, recognize situations and make fast decisions or refer to someone for assistance, communicate positively and effectively with all stakeholders.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree in Education, Social Work, Counseling or related field.
- 3 years' experience in related field, preferably with college students.
- Strong technology skills and experience with database management.
- Outstanding interpersonal and customer service skills and demonstrate the ability to build positive relationships with students.

PREFERRED QUALIFICATIONS:

- Individuals who self-identify as having a background similar to SSS eligible students.

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