

# Position Classification Description

**Position Class Code / Title:** G5087 / Supv, Student Success

**Recruitment Tier:** Tier 1

**FLSA:** Exempt

**Grade:** 13

## Summary

In support of the University's enrollment, retention and graduation goals, coordinates the day-to-day activities of with unique needs to navigate and succeed in higher education. Supervises and coordinates the work of student success personnel and provides guidance and direction to lower-level staff. Participates in the development of programs and initiatives that enrich the academic experience and support the specific needs of students within the defined population of interest, as well as the identification of resources and/or funding to support program activities.

## Duties and Responsibilities

1. Provides consultation, guidance and advisement to students of a specific targeted and/or underrepresented population; connects students to and/or provides direct resources and services to support individual student success.
2. Supervises personnel which typically includes recommendation for hiring, firing, performance evaluation, training, work allocation, and problem resolution.
3. Coordinates and schedules outreach and retention activities, to include scheduling and coordinating the work of lower-level specialists, providing direction and guidance, and resolving operational and administrative problems.
4. Participates in the development, design, and planning of student programs and initiatives designed to attract, retain, and serve students within the specific population of interest.
5. Assists with the planning and development of strategies for generating resources and/or revenues for the program; may prepare, review and/or submit contract and/or grant proposals and participate in monitoring activities for compliance to contract/grant specifications.
6. Presents and delivers programs, presentations and workshops that enrich the academic experience and promote outreach and retention efforts for students of the defined population.
7. Represents the interests of the identified student population to internal and external consistencies; participates in task forces, special committees and interdepartmental committees.
8. May specialize and/or conduct research in areas specific to the population of interest.
9. Serves as Campus Security Authority as outlined by the Clery Act.
10. Performs miscellaneous job-related duties as assigned.

## Minimum Job Requirements

- Bachelor's degree; at least 3 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

## Knowledge, Skills and Abilities Required

- Advanced knowledge of the unique needs, concerns, and issues facing students within the specialty area.
- Ability to use independent judgment, analyze and solve problems, and manage and impart confidential information.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to coordinate, schedule, and evaluate the work of personnel to ensure quality of service to students.
- Skill in organizing resources and establishing priorities.
- Ability to analyze processes and make recommendations for improvements.
- Knowledge and understanding of ADA regulations, guidelines, and standards as applicable to an academic and/or workplace setting.
- Knowledge of NCAA student-athlete academic eligibility requirements (if applicable).
- Knowledge and comprehensive understanding of student records management principles, regulations, policies and procedures.
- Skilled in facilitating problem solving with students regarding personal, professional and/or academic priorities.
- Effective collaboration with a wide range of constituencies in a diverse community.
- Knowledge of grant funding policies and procedures and applicable local, state, federal and university regulations.
- Ability to deliver effective presentations to large and small audiences.
- Ability to develop and deliver programs, workshops, and related presentations that meet student needs.
- Strong organizational and critical thinking skills.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.

## **Distinguishing Characteristics**

Position requires: a) supervision and coordination of day-to-day operations of a student success program/set of student success programs aimed at supporting students of a specific population/demographic with needs unique to the population of interest, b) resolution of escalated issues and concerns related to program activities, c) direct supervision of lower-level personnel, d) participation in program development and identification of resources and/or funding for program activities.

## **Working Conditions and Physical Effort**

- No or very limited physical effort required.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.