

JOB DESCRIPTION



Position Title: College Success Navigator

Department: Student Recruitment

Employment Category: Non-Exempt Staff

Primary Location: District-wide

FLSA Classification: Non-Exempt

Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE05

Position Summary: The College Success Navigator is responsible for providing information to prospective students about academic programs and the admissions and for helping students navigate the enrollment process.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Networks, builds and fosters relationships with prospective students and their families, high school teachers, counselors and administrators, community organizations and business and industry leaders; meets with students individually and in groups to present college and career readiness information and to assist in the development of student plans for academic and career success; provides guidance to students as they identify skills and explore career interests; assists students in determining continuing education paths which support career aspirations; collaborates with the school's college and career readiness program coordinators and counselors to support school initiatives

Initiates and responds to a high volume of incoming and outgoing inquiries with timely verbal and written communication from a diverse pool of interested, applied and enrolled students; provides information on admissions processes, placement tests, financial aid, scholarships and programs of study to prepare students for the college admissions process; implements a communications strategy to deliver messages and follow up with prospective students

Visits high schools, higher education institutions, career fairs, and community events to aid in recruiting efforts; organizes and plans annual Cochise College recruiting/transfer events; gives campus tours to prospective students and schedules visits to campus departments; organizes and produces a freshman orientation program as needed

Maintains database of prospective students, provides information on students served; tracks information on college or career paths chosen; creates reports as required

Works collaboratively with college departments to implement targeted strategies to assist high school students plan and prepare for post-secondary opportunities

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Two years higher education experience preferably in the areas of assessment, academic advising, recruitment and/or career interest assessment/advising

Valid driver's license and the ability to obtain clearance to drive college vehicles under the college's insurance policy is required

Preference may be given to individuals who are bilingual in English and Spanish

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities has been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications, Banner and DegreeWorks

Knowledge of academic and/or career counseling techniques

Knowledge of effective personal counseling techniques

Knowledge of diagnostic tests used to assess preparation for college study

Knowledge of tools used for student interest and personality type and the ability to interpret results of such tools to assist students in making sound decisions

Skill in listening to issues, synthesizing information and reaching sound conclusions

Skill evaluating a student's academic interests and desires and formulating a plan designed to assist the student in achieving their goals

Skill in dealing effectively with students and/or parents

Skill in setting up and maintaining detailed records

Ability to effectively communicate, verbally and in writing, on various platforms, including social media

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to read and interpret policies related to academic programs and student requirements for participation in various programs

Work Environment: Work is primarily performed under general supervision in an office setting with appropriate climate controls. Travel is required. Early morning, evening, and weekend work may be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Student Recruitment Manager

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.