

JOB DESCRIPTION



Position Title: Student Retention Manager

Division: Student Services

Employment Category: Exempt Staff

Primary Location: District Wide
Based on the Sierra Vista Campus

FLSA Classification: Exempt
Remote Work Eligible: No

Parameters: Full-Time; 12 Months/Year

Pay Grade: EX11

Position Summary: The Student Retention Manager is responsible for the development, implementation, and coordination of student retention and engagement initiatives in collaboration with other departments to support an environment which emphasizes evidence-based student support, high-impact retention strategies, academic success and student engagement.

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:
Manages and oversees the retention programs, projects and events; engages in program delivery and assessment including cross departmental collaboration, scheduling, marketing and assessment

Develops and assesses student learning outcomes, related to student services functions and supports data driven decision making with a focus on process, program, and service level improvement

Contributes to program development, supporting new student onboarding and learning throughout the student life cycle, with emphasis on supporting traditionally underrepresented students (e.g., minorities, first generation, low income, re-entry adult)

Works collaboratively with career development coordinator, academic advisement team and student support services to promote effective holistic student support

Supports student development theory, best practices, innovation, trauma informed perspectives, and student-centered success programming

Develops workshops and training seminars to support student retention

Coordinates communications to students utilizing intentional advising plans regarding personal and professional goals, course scheduling and academic resources

Supports a case management advising model, monitors retention, progression and graduation of students

Analyzes data supporting student retention, progression and graduation

Stays current in area of expertise, attending professional development activities, etc.

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:

Master's degree in education or a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Three years' professional experience, preferably at a community college or university; tracking special populations, analyzing data, developing and implementing retention and success programs

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

Knowledge of student development theory supporting community college students and their academic, career, and personal development

Knowledge of student success initiative development, implementation and assessment

Knowledge of student resources, referrals and services

Skill in presenting ideas and concepts orally and in writing

Skill in establishing and maintaining effective working relationships with other department staff, faculty, students and the public

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

Ability to communicate effectively, verbally and in writing and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult or situations

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

Ability to work independently while contributing to team environment

Ability to maintain strict confidentiality related to sensitive information

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

Work Environment: Work is primarily performed under general supervision in an office setting with appropriate climate control. Travel, early morning, evening, and weekend work is 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: Director of Counseling and Advising

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.