

Roanoke Higher Education Center Position Description

Job Title: **Student Success Center Coordinator**
Date: October 2021
FLSA Status: Exempt
Department: Academic and Student Services
Reports To: Senior Director of Academic & Student Services

SUMMARY

The Student Success Center Coordinator works collaboratively to facilitate the academic success of students from a variety of backgrounds and with a variety of needs. This position requires assisting in the design, delivery, and evaluation of a suite of academic support programs to help students persist and become more engaged learners. The programs, services, and resources housed in the Student Success Center provide advice and assistance for a variety of academic, technical and career challenges for students.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provide academic advisement, coaching and problem solving support for students;
- Manage tutoring services including hiring, supervising and scheduling tutors;
- Develop and implement services and initiatives that strengthen student education using relevant student development theories and practices;
- Plan and implement educational, networking and social programs;
- Prepare reports based on student progress and regularly communicate the progress, outcomes and direction of work to the Senior Director of Academic & Student Services;
- Coordinate outreach efforts to raise awareness of the program;
- Maintain regular communication with representatives of member institutions, faculty and key partners to assess and address the needs and challenges of students;
- Works as a “team player” with all RHEC staff to meet the expectations of the students, members, and the community showing respect for individual diversity;
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

This position will supervise multiple part-time tutors.

JOB KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be proficient in Microsoft Word, Excel, Power Point and the Internet.
- Knowledge of Access is desired.
- Audio/visual experience or willingness to learn is required.
- Excellent interpersonal, customer service, organizational, planning, verbal and written communication skills is required.
- A professional appearance and telephone manner is essential.
- Ability to work independently with limited supervision is necessary.
- Must be able to utilize and operate standard office equipment.
- Must have the ability to handle sensitive and confidential information.
- Position requires demonstrated poise, tact, and diplomacy, along with the ability to work with individuals of varied backgrounds and capabilities.

EDUCATION AND/ OR EXPERIENCE

- Master's Degree in higher education, student affairs, social work, counseling or related area.
- A minimum of three years of experience in program development and planning (including supervisory responsibility) at the college or high school level.
- Proficiency with Microsoft Office Suite.
- Experience with other computer technology in order to access data, maintain records, generate reports, and communicate with others.
- Strong professional writing skills.

WORK HOURS

Typical hours of work are generally from 8:00 a.m. to 4:30 p.m. Monday through Friday. However, the incumbent may need to work early mornings, evenings, and/or weekends based on events scheduled at the Center and may adjust their schedule accordingly.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to sit; possess manual dexterity; and be able to talk and hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.