Job Description

Working Title: Coordinator of Student Success  
Position #: 209

Division/Department: Student Success Center  
Location: Main Campus

Reports to: Dean of Student Success  
Title: Dean of Student Success

Position Type: ☑ Full-time  
☑ Part-time  
☐ Student Worker  
FLSA Status: ☑ Exempt  
☐ Non-Exempt  
Hours worked Per Week: 40

POSITION SUMMARY: This person is responsible for establishing, implementing, maintaining, and evaluating services that help students be successful at MACU, specifically in the areas of academic support and career services for CAS (traditional) students.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Academic Support Services**
  - Hire, train, and supervise tutors for CAS students
  - Review tutoring sessions for quality and improvement
  - Maintain Academic Success Contracts with at-risk students
  - Assist CAS students in using services
  - Monitor and report CAS student usage of academic support services
  - Maintain current academic support services for CAS students, including tutoring, time management, academic success seminars, etc.
  - Identify and address student needs not met through current services
  - Actively collaborate and maintain positive working relationships with all CAS faculty members
  - Develop and implement additional academic support resources
  - Oversee weekly grade and class attendance reporting process for student athletes and student leaders
  - Help students make progress toward their degree
  - Serve as a liaison between students and faculty
  - Hire, train, and supervise the Marketing Intern
  - Oversee marketing of academic support services to CAS students

- **Career Services**
  - Gather and distribute data regarding employment opportunities for current students and graduates
  - Provide career services for students, including resume development, internship skills training, networking, job searching, etc.
  - Develop relationships with community leaders to build internship and career opportunities for students and graduates
  - Collaborate with faculty members to identify, develop, and promote internship opportunities for students
  - Collaborate with faculty members to assist students with School-specific career functions and preparation
  - Collaborate with faculty members to help students identify and pursue graduate school opportunities
  - Develop services that assist students in transitioning from college to career life, including money management, apartment searching, etc.
  - Monitor and report student usage of career services
  - Assist with Graduate Tracking
  - Assist with Center-wide events related to Career Services
  - Hire, train, and supervise the Career Services Intern

- **Students Identified through Early Alert System**
  - Respond to Early Alert information related to CAS students
  - Connect CAS students identified through Early Alert with appropriate resources for success
  - Compile and analyze research data that pertains to student success, career services, and retention
  - Assist with development of trainings related to student success
  - Work with the Student Success Staff to coordinate and support Center-wide events for students
  - Serve on university committees as assigned
  - Other responsibilities as assigned by supervisor
**SUPERVISORY RESPONSIBILITIES:** 10-15 tutors, Marketing Intern, Career Services Intern, FWS Student Worker.

**QUALIFICATIONS:** Excellent oral and written communication skills, academic aptitude, patience, ability to break down instructions or explain something in multiple ways, excellent customer service, intermediate research skills necessary.

**EDUCATION and/or EXPERIENCE:** Bachelors required. Masters preferred. Background in academic support, career services, and/or student services strongly recommended.

**COMPUTER SKILLS:** Microsoft office proficient

**LANGUAGE SKILLS:** Excellent English, some Spanish preferred. Must be an excellent writer.

**REASONING ABILITY:** High level reasoning skills are necessary for evaluating student needs and connecting them with appropriate services.

**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.

**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.