



Job Description

Job Title: Student Support Specialist		Division/Department: CAGS Student Services
Location: Main Campus		Title: Student Support Specialist
Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Hours worked Per Week: Approximately 40

POSITION SUMMARY: The Student Support Specialist serves as a representative of Mid-America Christian University to the new and current students enrolled in the College of Adult and Graduate Studies programs. This position provides general coaching activities as well as strategic proactive contact in alignment with the University and Department mission statements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure proactive contact with new and continuing students with the purpose of providing timely information and support in order to maintain student retention and student satisfaction.
- Develop and maintain an up-to-date understanding of Mid-America Christian University academic programs, curriculum, and degree requirements.
- Counsels students regarding participation and participation requirements.
- Assists the Director of Student Services in the planning and productions of CAGS New Student Orientation.
- Reviews and counsels students on their academic progress.
- Coordinates with University departments, including Financial Aid, Registrar’s Office, Business Office, Academics, etc. in support of students for the duration of their enrollment.
- Serve as representatives in the University Solution Center.
- Follows MACU Policies and Procedures in working with students.
- Performs University exit interviews for all CAGS students who leave MACU.
- Communicates with recently withdrawn students for the purpose of re-entry to the University.
- Allocates and spends a substantial amount of time daily on the telephone contacting students.
- Maintains a positive work environment by cooperating in a professional manner with the University community.
- Assume other duties as assigned to assist with student retention, communication, and analysis of department effectiveness.

QUALIFICATIONS:

Skills: Ability to interact comfortably and appropriately with students, staff and alumni; customer-service orientation and philosophy to support and interpret student inquiries and needs; comfortable with spending a significant portion of the day on the phone; strong problem-solving and critical thinking skills required; team-oriented individual necessary to provide support in a high-demand environment. Discretion is vital as most information and data handled is of a confidential nature.

Abilities: Ability to work on multiple projects simultaneously; comfortable with not completing tasks in a linear fashion; excellent interpersonal skills, including the ability to defuse confrontational situations; able to quickly and accurately enter data; ability to work independently with minimal instruction, and must demonstrate initiative, and flexibility.

EDUCATION and/or EXPERIENCE:

Bachelor’s degree or a minimum of five years of either professional experience in a college or university or professional office environment. Preferred experience in customer service, sales, or counseling. Demonstrated ability to work collaboratively with and relate effectively with students, faculty, staff, alumni, and other campus and outside constituencies. Strong analytical and organizational skills with a demonstrated focus on attention to detail. Excellent interpersonal, oral and written communication skills. Ability to handle multiple tasks simultaneously and meet deadlines with little supervision.

COMPUTER SKILLS:

Microsoft Office application especially, Outlook, Access, Excel, and Word; and keyboarding.

PHYSICAL DEMANDS:



Requires repetitive motions and sitting at computer keyboard; hearing and speaking on the telephone; able to conduct business at other offices on campus; able to lift, bend, grasp, reach, lift up to 20 lbs. occasionally.

WORK ENVIRONMENT:

Office environment requiring business casual.