



Classification Description

Job Title: Coordinator, Retention and Student Success

Pay Grade: 110

Job Code: 3249

FLSA Status: Exempt

Job Purpose

This is responsible, professional work coordinating and providing College-wide leadership for the intake, enrollment and retention processes for the assigned degree programs. Responsibilities include review, refinement and implementation of policies and procedures, while serving as the liaison between academic program areas and student services functions as they relate to the assigned degree programs.

General Responsibilities

Essential Functions

Reviews, recommends, plans and implements recruitment, admission, advising and orientation services as they relate to degree programming; establishes and interprets program policies and procedures consistent with College policies.

Maintains open communication with academic Deans, Registrar and Associate Registrar, as well as the student services staff, regarding affiliated upper level courses and programs.

Provides effective communication through a variety of outlets to include email, committee participation, meetings, and outreach within the programs and with associated external partners, community groups or other related organizations, as needed.

Manages and facilitates the admissions processes for affiliated degree programs. Conducts new student orientation sessions, as needed. Assists with monitoring BAS student enrollment.

Provides academic guidance to students, post-admission; facilitates the student registration process; monitors student enrollment and academic progress and then recommends strategies to the appropriate Associate Dean.

Facilitates the certification process for students registered for graduation.

Develops and maintains a student friendly centered focus that identifies student pathways to achieve educational and career goals. Assists, as needed, with internship attainment and coordination as well as with communications with students regarding employment opportunities in their field.

COORDINATOR, RETENTION AND STUDENT SUCCESS

Evaluates and analyzes enrollment trends, student satisfaction, and related student services to insure effectiveness. Participates in tracking program assessment and the unit planning progress.

Actively monitors students who are admitted under “conditional” status.

Maintains knowledge with academic advising and career counseling relative to professional affiliated degree programs.

In collaboration with the supervisor, establishes and updates admission and graduation rules, policies, and procedures for affiliated programs; ensures catalog information is accurate and works with appropriate College staff and administrators on any needed corrections.

Provides information and communication with students, faculty, staff and the community regarding program opportunities.

Supports and participates in advisory committees, department meetings and other ad hoc committee work as assigned.

Assists Department Chairs and Associate Dean with organizing class related learning activities as needed.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor’s degree from a regionally accredited institution of higher education in related discipline. Two (2) years of full time professional related work experience. A combination of education and experience may be substituted.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.

COORDINATOR, RETENTION AND STUDENT SUCCESS

- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

COORDINATOR, RETENTION AND STUDENT SUCCESS

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 10, 2010. Revised: February 17, 2011, May 24, 2012, July 1, 2014, September 5, 2018. Reviewed: October 19, 2022. Revised: July 1, 2023.