

## COORDINATOR OF ADVISING & RETENTION

### Job Description

<b>CATEGORY:</b>	ADMINISTRATIVE AND PROFESSIONAL
<b>POSITION STATUS:</b>	FULL-TIME
<b>FLSA STATUS:</b>	EXEMPT
<b>SALARY RANGE:</b>	20
<b>REPORT TO:</b>	EXECUTIVE DIRECTOR OF ENROLLMENT AND ACADEMIC SUPPORT SERVICES
<b>REVIEWED DATE:</b>	

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

#### JOB SUMMARY

Responsible for developing innovative advising and student retention programs and services which meet the needs of a diverse student population; contribute to student learning, retention and success; and provide students with a framework for mapping goals and expectations that will guide them toward successful completion of their degree objective and beyond, within a fully digital learning environment.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensures new, transfer, and continuing students are advised appropriately regarding College policies, programs of study and degree options.
- Develops partnerships with virtually every area of the College to ensure advisors accurately inform students regarding College support services, resources, curricular and co-curricular offerings.
- Establishes and maintains relationships with academic, career and technical program directors and department chairs to support and maintain current program expectations and knowledge of all degree and certificate programs.
- Assesses student needs, goals, interests and prior academic experiences to guide students in the design and implementation of a successful academic and career plan. Provides guidance in course selection in keeping with the student's career plans and academic status.
- Works closely with College faculty to monitor academic progress of students. Analyzes progress reports from instructors; determines eligibility and satisfactory progress toward degree; identifies current and potential needs or problem areas; and refers students to appropriate campus resources for assistance.
- Presents academic and career information to prospective students and their families at a variety of events including primary and secondary school college nights, orientation and new student convocation.
- Completes other advising duties as required such as: tracking retention, authorizing add/drops, and conducting degree audits.
- Develops and coordinates informative and inspiring traditional and online orientation programs for new and transfer students and their families. Collaborates with College departments to ensure accurate delivery of information in orientation sessions.
- Recruits, selects, trains, supervises, monitors, and evaluates student orientation leaders.

## **COORDINATOR OF ADVISING & RETENTION**

### **Job Description**

- Coordinates the new student orientation course, assigns staff to teach courses, and teaches one or more course sections.
- Designs additional creative and innovative programming for new and transfer students that reflect current best practices in student development and corresponds to the College's mission and learning goals.
- Assists in budget development and monitors program budgets and expenditures.
- Assists with the admissions and registration process at peak times and/or when needed.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Maintains awareness of best practices, emerging trends and new legislation relating to Advising and Retention functional area.
- Represents the Advising and Retention interests of the College in regional and state meetings and serves as liaison to other colleges and universities within the state and region for work on collaborative grants and projects relating to advising and orientation.
- Assists with the development, implementation and monitoring of related policies and procedures in collaboration with College Student Services functional area.
- Assists with the process for systematic review and evaluation of Advising and Retention functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE AND SKILLS**

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.

- A strong commitment to the mission of Texas Southmost College.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.

## **COORDINATOR OF ADVISING & RETENTION**

### **Job Description**

- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Proficiency using e-tools in the delivery of advising services.
- Experience of working effectively in a team environment with a customer service focus.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Ability to perform and excel in a high-tech all-digital environment.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.
- Ability to perform and excel in a high-tech all-digital environment.

### **REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university.
- A minimum of three (3) years of administrative experience in the advising and retention functional area in a college or university.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Master's degree in Education, Counseling, Higher Education or a related field from an accredited college or university with five (5) years of progressively responsible experience in an educational setting with an emphasis in advising services.
- Bilingual in English-Spanish.

### **CERTIFICATES AND LICENSURES**

None required.

### **PHYSICAL DEMANDS**

## COORDINATOR OF ADVISING & RETENTION

### Job Description

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 frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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 occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

---

#### Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

### Posting Specific Questions

**COORDINATOR OF ADVISING & RETENTION**  
**Job Description**

Required fields are indicated with an asterisk (\*).

1. \*How did you hear about this employment opportunity?
  - TSC Website
  - HigherEdJobs
  - Indeed
  - LinkedIn
  - Specialty Job Board
  - Facebook
  - Work-In-Texas/ Texas Workforce Commission
  - Job Fair
  - Personal Referral
2. \*Do you have a bachelor's degree from an accredited college or university?
  - Yes
  - No
3. \*Do you have a minimum of three (3) years of administrative experience in the advising and retention functional area in a college or university?
  - Yes
  - No
4. Do you have a Master's degree in education, counseling, higher education or a related field from an accredited college or university with five (5) years of progressively responsible experience in an educational setting with an emphasis in advising services?
  - Yes
  - No
5. Are you bilingual in English-Spanish?
  - Yes
  - No