

**JOB TITLE:** Student Success Specialist

**FLSA:** Non-Exempt

**DEPARTMENT:** Rolla

**LEVEL:** 105

**LOCATION:** Rolla

**DATE:** 7/29/24; 9/29/22; 11/7/19; 7/6/18

**REPORTS TO:** Director, Rolla

**POSITION SUMMARY:** Provide one-on-one instruction to students at the Rolla Site. Responsible for facilitating workshops and group tutoring sessions. Participate in student retention efforts as assigned.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Associate's degree; Bachelor's preferred; one year related experience

**ESSENTIAL TASKS:** *(Employee must be able to perform the following functions to the satisfaction of the employee's supervisor).*

- Provide student-focused tutoring services in one-on-one instruction or group session environments.
- Maintain accurate and complete records to document tutoring services provided and activities conducted.
- Assist students from diverse backgrounds and learning levels with patience.
- Provide students assistance with word processing, presentation or course management software, instructional computer software, and computer access issues (usernames, passwords, etc).
- Assist students with executive function skills; including but not limited to time management, testing taking, study skills, and course specific topics.
- Develop and provide supplemental instruction to students in collaboration with academic departments.
- Serve as a test proctor as requested.
- Create and implement bridge programming to assist students in advancing course academic placement in collaboration with academic departments.
- Assist in identifying at risk students who need academic or practical assistance to maintain satisfactory academic progress.
- Work effectively with appropriate personnel to implement innovative retention initiatives.
- Design promotional materials, handouts, and study aids for students; assist students with library reference material and services.
- Assist with the implementation of adaptive technology, software and equipment as needed in the Student Success Center; provide adaptive technology training and assistance for students with disabilities.
- Assist with departmental tasks as needed and participate in campus orientation activities as requested.
- Participate in professional development activities.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, and the public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**WORK HOURS:** Schedule will be determined each semester based on tutoring needs and student class schedules; day or evening hours may be required.

**COMMUNICATION SKILLS:** Ability to communicate clearly and concisely, both orally and in writing; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the

general public; ability to read and interpret documents; ability to write routine reports and correspondence; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; ability to present materials effectively to individual students or groups.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**College:** Ability to accurately perform mathematical calculations; ability to apply common sense understanding to carry out instructions furnished in written, oral, and diagram form; ability to perform all essential functions using safe work methods and following safety regulations relating to job; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of college policies, procedures, and practices;

**Departmental:** General knowledge of computer assisted instruction, familiarity with current trends in higher education for students with disabilities; knowledge of assistive technologies that facilitate access to educational programs for students with disabilities; excellent customer services skills; detailed knowledge of assigned tutoring disciplines; knowledge of department policies, procedures, and practices with the ability to answer work related questions and/or interpret and apply these guidelines correctly in various situations; ability to prioritize and manage multiple tasks simultaneously; ability to apply principles of logical thinking to identify and express problems, establish facts, draw valid conclusions, and develop solutions from alternative methods and procedures; ability to work accurately and efficiently at a fast pace with occasional interruptions; ability to handle confidential matters judiciously; ability to provide encouraging and supportive educational atmosphere for students; ability to prioritize and manage multiple tasks simultaneously

**EQUIPMENT AND SOFTWARE:** Current information technology used by the college and department, including but not limited to: Microsoft Office Suite, Microsoft Teams, Outlook, Colleague, ImageNow, Watermark, Canvas, etc.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information; this position may also require travel to off campus destinations (ie satellite sites, high schools).

**POSITIONS SUPERVISED:** None

**SIGNATURE:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

\_\_\_\_\_  
Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*