

JOB TITLE: Technology and Online Retention Specialist
DEPARTMENT: Academic Affairs
LOCATION: Union Campus
REPORTS TO: Retention Coordinator

STATUS: Full-time (Grant Funded)
FLSA: Non-Exempt
LEVEL: 106
DATE: 9/3/24

POSITION SUMMARY: Responsible for providing retention support through coaching, mentoring, and technology assistance with a particular focus on assisting students in online and hybrid courses.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Bachelor's degree required; learning management system experience preferred. Tested experience in student success, retention initiatives, and educational technology preferred.

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

- Serve as a Success Coach, with anticipated caseloads of 400+ students. Primary responsibilities include developing and implementing services and resources to assist distance learners with academic concerns, course difficulties, academic self-efficacy, motivation, time management, basic and advanced academic behaviors, program progression, and other duties as assigned.
- Provide individual/group assistance to students who require additional support in online learning tools and systems including the learning management system, communication environments, productivity tools, and creativity tools.
- Participate in technology orientations for all students, including New Student Orientation.
- Create, promote, organize, and lead virtual student activities, resource banks, support networks, and help learners who are under performing find appropriate resources.
- Develop technology training and online learning resources, coordinate and conduct workshops and activities to support new and continuing students in their comfort and growth in digital literacy.
- Assist with outreach to appropriate divisions, departments, and classes; provide students with information about program area(s) and services available; provide faculty with information about services available and opportunities for faculty participation; collaborate with faculty of distance learning courses.
- Collaborate with Retention Coordinator, other Success Coaches, Learning Center staff and/or instructors concerning programs and materials to meet student needs both virtually and on campus, including study groups, embedded tutoring, etc.
- Work in partnership with counselors and other Student Services departments to support students' well-being, including access to mental health counseling and additional resources.
- Participate in meetings and committees related to the needs of students in the instructional support services programs.
- Collect and evaluate data regarding students' progress; provide feedback to the Retention Coordinator. Assist Retention Coordinator with assessment reporting.
- Develop proficiency in retention software and assist Retention Coordinator in training other campus employees.
- Collaborate with faculty and staff across different departments to ensure alignment between student support services and the institution's overall goals.
- 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, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

COMMUNICATION SKILLS: Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; ability to give instructions or assignments to others; arrive at decisions , develop conclusions and solutions ; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize and delegate projects; ability to meet timelines and follow- through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to handle personnel issues in a highly confidential manner; ability to lead others; establish and maintain effective working relationships with faculty, staff, other departments, stud ents, and the public; responsible for short -t erm and long-term planning.

DECISION-MAKING and ANALYTICAL SKILLS: Apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; ability to use independent judgment and discretion; ability to interpret policy and establish methods and procedure s; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to present materials effectively to individual students or groups; some knowledge of ADA regulations with regards to making referrals and providing necessary accommodations. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills ; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple projects.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, et c.; office machines such as telephones,, or copiers.

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; some work is performed in classroom, extended periods of time viewing computer monitor or standing; may require adjustment of schedule to include some evening and/or weekends.

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 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.

POSITIONS SUPERVISED: None

SIGNATURES: *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 above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

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