

JOB TITLE: Learning & Retention Specialist

DEPARTMENT: Learning Center

LOCATION: Union Campus

REPORTS TO: Retention Coordinator

FLSA: Non-Exempt

LEVEL: 106

DATE: 10/22/24

POSITION SUMMARY: Provide Learning Center and success coaching services to students, faculty, staff and community. Provide retention support systems including mentoring, coaching, and tutoring to ensure student success.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Bachelor's degree; tutoring experience preferred. Tested experience in student success, retention, teaching, and/or academic support roles.

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

- Provide tutoring services to students in math or English, both online and on campus. Attend assigned courses as an embedded tutor.
- Serve as a Success Coach, with anticipated caseloads of 200+ students. Primary responsibilities include closing stop-out gap, communicating with students and faculty, assisting students with resources, and providing timely interventions to help students in their academic progress.
- Assist Retention Coordinator with outreach, success coaching, and use of retention software.
- Understand retention software and use it to make notes and communicate with students.
- Support students acclimating to college, bridging gaps of knowledge, and transitioning to alternative modalities that differ from "traditional" classroom structure.
- Provide students with information about program area(s) and services available; provide faculty with information about services available and opportunities for faculty participation.
- 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.
- Assist students with instructional computer assisted programs and computer access issues (usernames, passwords, etc).
- Help students with development of time management, test taking strategies, and study skills, plus develop supplemental workshops, embedded tutoring and Summer Bridge content.
- Maintain accurate and detailed records of tutoring sessions in online tracking software program.
- Assist with the assessment process including satisfaction surveys, tracking visits, and assisting with reports.
- Maintain College, Reading, Learning Association Training.
- Work in partnership with Student Development and Wellness to support students' well-being, including access to mental health counseling and additional resources.
- Assist students from diverse backgrounds and learning levels with patience.
- Adjustment of hours involving evening and/or weekend work may be required.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.

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: Excellent customer services skills; thorough 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 work accurately and efficiently at a fast pace with frequent interruptions; 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.

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