



## **NORTHERN PENNSYLVANIA REGIONAL COLLEGE**

**Position Title:** Student Success Specialist

**Job Type:** Full-time (Two positions available)

**Location:** Location to be determined. One position will serve a portion of the western service area; one position will serve a portion of the eastern service area.

**Date Posted:** 2-21-2019

**Close Date:** Open until filled

**Priority Deadline:** 3-8-2019

**Description:** The role of a Student Success Specialist is to establish the College's presence by being a community liaison and student advocate. Under the College's distributed delivery model, Student Success Specialists act as a resource for students taking classes in specific locations within the College's service area. The Student Success Specialist will be the primary point of contact for students and prospective students, assisting them in areas such as admissions, advising, financial aid, testing, registration, new student orientation, and use of the college web site for student and academic services. The Student Success Specialist will also work with high schools to recruit students for dual enrollment and post-graduation enrollment, as well as to recruit from the local adult populations in support of the College's Strategic Plan. The Student Success Specialist will respond to questions and make recommendations to students, parents, the community, and college staff according to established guidelines.

### **Specific Responsibilities:**

- Advise students, parents, college staff, and community members on policies, procedures, and processes related to multiple functional areas (admissions, advising, testing, registration, veteran's services, ADA accommodations, financial aid, and student accounts/business services)
- Resolve student service complaints and responding to a variety of general questions and requests
- Participate in recruitment activities to include, but not limited to, presentations at community service organizations, schools, and chambers of commerce
- Serve as the community liaison by visiting businesses and participating in community events that allow the College to "meet students where they are" in recruitment and public relations efforts
- Provide students with assistance accessing various college offices, functions, and programs
- Serve as the first-line contact for admissions, advising, testing, registration, special needs accommodations, veteran's services, and financial aid
- Train and assist students in navigating the website, including student portal and online student service processes
- Communicate to students clearly and concisely, update comments and document all conversations/interactions in the appropriate area of the student management system
- Prepare for and participate in various in and out-of-office events, presentations, training, workshops and other duties as assigned

### **Preferred Qualifications:**

- Associate Degree

- Strong understanding of the basic needs for student services in higher education
- Good verbal communication skills, to include excellent phone and written communication skills
- Must be available to work flexible hours, including evenings and weekends, according to recruitment needs and site operating requirements. This position will require travel for meetings, conferences, presentations, or in between assigned locations.
- Experience working with student services and/or business services for students in a college/university environment and developing and/or administering student service programs that focus on improving, expanding, and supporting student success strategies
- Knowledge of distance learning with the use of online or web-based technology in delivery of programs or service
- Experience in creating and conducting presentations and/or workshop

**Application Process:**

Please submit resume to:

Northern Pennsylvania Regional College

Attn: Student Success Specialist

300 2<sup>nd</sup> Avenue, Suite 5

Warren, PA 16365

Or email to [generaladministration@rrcnpa.org](mailto:generaladministration@rrcnpa.org) with the position title in the subject line.

*Applications will be accepted until position is filled.*

For additional information, please call the NPRC Administrative Offices at 814-230-9010.

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