



**NORTHERN
PENNSYLVANIA
REGIONAL COLLEGE**

Position Title: Student Success Specialist

Job Type: Full-time -- two positions available

Locations:

One position located in: Erie County

Second position located in: Crawford, Venango, and Forest Counties (office location to be determined)

Date Posted: November 1, 2019

Priority Deadline: November 15, 2019

Close Date: Open until filled

Salary Range: \$33,000 - \$38,000 depending on experience AND QUALIFICATIONS

Job Description: See page 2

Interpersonal skills:

- Public speaking
- Presentations
- Advising student on academics
- Connecting students to community resources
- Working knowledge and/or connections within the Counties listed above

Application Process:

Submit: Letter of interest, resume, and contact information for 3 references to:

Northern Pennsylvania Regional College

Attn: Human Resources

300 2nd Avenue, Suite 500

Warren, PA 16365

OR

Email to employment-hr@rrcnpa.org -- Include the position title in the subject line

Pre-Employment Requirements (Minimum – other requirements may apply):

PA Child Abuse History Clearance

Pennsylvania Access to Criminal History Record Check

Federal Criminal History Background Check

Valid Drivers License

Additional position details:

NPRC is an Equal Opportunity Employer. NPRC does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

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

Job Description

POSITION TITLE: Student Success Specialist

CLASSIFICATION: Exempt (Annual Salary)

DEPARTMENT: Student Affairs

DIVISION: Academic Affairs

SUPERVISOR'S POSITION: Director of Enrollment and Student Success

Position Summary:

Student Success Specialists (SSS) serve the triple function of community liaisons, admissions recruiters and student advisors. They are the primary point of contact for students, assisting them throughout their college career from admissions to graduation. As admissions recruiters of adult learners, SSS's provide outreach to local businesses and attend community events. They also provide outreach to high schools to recruit students for post-high school enrollment as well as dual enrollment. Excellent verbal and written communication and presentation skills are essential. Associate degree or higher is required.

Essential Functions:

1. Advise students, parents and community members on policies, procedures, and processes
2. Respond to student questions, requests, and concerns
3. Prepare for and participate in recruitment activities to include, but not limited to, presentations at community service organizations, schools, local businesses and chambers of commerce
4. 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
5. Provide students with assistance accessing various college offices, functions, and programs
6. Serve as the first-line contact for admissions, advising, testing, registration, special needs accommodations, veteran's services, and financial aid
7. Educate and assist students in navigating the website, including student portal and online student service processes
8. Communicate to students clearly and concisely and document all conversations and interactions
9. Other duties as assigned

Qualifications:

Driver's license and consistent access to a vehicle is required; Associate Degree and experience working with students in higher education environments OR experience with external sales and public presentation are required.

Physical Requirements:

Must be able to meet the physical demands associated with busy academic and community environments.

Working Conditions:

Work is performed in community and business venues as well as office settings. Must be available to work flexible hours, including evenings and weekends, according to recruitment needs and site operating requirements. Travel is required for meetings, conferences, presentations, and within assigned coverage area.