



**POSITION TITLE:** Student Success Specialist

**JOB TYPE:** Full-time

**LOCATION:** Erie County, Pennsylvania

**DATE POSTED:** February 14, 2020

**PRIORITY DEADLINE:** February 28, 2020

**CLOSE DATE:** Open until filled

**JOB DESCRIPTION:** See pages 2-3

**INTERPERSONAL SKILLS:**

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

**APPLICATION PROCESS:**

**SUBMIT:** Letter of interest, resume, and contact information for three references to:

Northern Pennsylvania Regional College  
Attn: Human Resources  
300 2<sup>nd</sup> Avenue, Suite 500  
Warren, PA 16365

**OR**

Email to [employment-hr@rrcnpa.org](mailto:employment-hr@rrcnpa.org) -- Include the position title in the subject line

**MINIMUM PRE-EMPLOYMENT REQUIREMENTS (other requirements may apply):**

PA Child Abuse History Clearance  
Pennsylvania Access to Criminal History Record Check  
Federal Criminal History Background Check  
Valid Driver's License

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

NPRC is an Equal Opportunity Employer. NPRC does not discriminate based on 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 based on qualifications, merit, and business need.

## JOB DESCRIPTION

**JOB TITLE:** Student Success Specialist

**CLASSIFICATION:**  **EXEMPT (ANNUAL SALARY)**

**NON-EXEMPT (HOURLY WAGE)**

**COMPENSATION RANGE:** \$33,000 - \$38,000

**DEPARTMENT:** Student Affairs

**DIVISION:** Academic and Student Affairs

**REPORTS TO:** Director of Enrollment and Student Services

**SUPERVISES:** Not Applicable

### **MINIMUM REQUIREMENTS:**

- Associate degree
- Experience working with students in higher education environments OR experience with external sales and public presentation
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Ability to work independently and with other staff

### **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:**

- Advise students, parents and community members on policies, procedures, and processes
- Respond to student questions, requests, and concerns
- 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
- 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
- Educate and assist students in navigating the website, including student portal and online student service processes

- Communicate to students clearly and concisely and document all conversations and interactions
- Other duties as assigned

**ADDITIONAL ELIGIBILITY REQUIREMENTS:**

- Valid Driver's License and consistent access to a vehicle is required

**CLEARANCE REQUIREMENTS:**

- PA Child Abuse History Clearance
- Pennsylvania Access To Criminal History Record Check
- Federal Criminal History Background Check

**PHYSICAL REQUIREMENTS:**

- The physical and mental demands described are representative of those that must be met to successfully perform the essential functions of this job
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Ability to read, communicate verbally and/or in written form using English language; remember and analyze certain information; and remember and understand certain instructions or guidelines
- Driving, standing, walking and sitting
- Use of hands to touch, handle, and feel; reach with hands and arms
- Must be able to occasionally lift and/or move up to 25lbs/12kg
- Specific vision abilities include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus

**WORKING CONDITIONS/WORK SCHEDULE:**

- Primary Office Location: Erie, Pennsylvania – accessible building
- Work Hours: 8:30 am to 5:00 pm, Monday thru Thursday  
8:30 am to 4:30 pm Friday  
\*Work hours may adjust with need to be at after-hour activities/presentations