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**Institute, WV 25112**

**Job Title:** Retention Specialist

**Department / Office:** Office of Retention and Student Success

**Reports to:** Director of Retention and Student Success

**FLSA Status:** Non-EXEMPT

**Summary**

The Retention Specialist must have functional knowledge of the role of support programming in retention efforts. A genuine interest in learning dynamics and effective transition programming is also required. Additionally, this individual must possess a strong affinity toward detail-oriented projects, effective interpersonal, written, and verbal communication skills, and be able to maintain confidentiality. Must have the ability to work with a wide variety of individuals including faculty, department heads, members of the campus community, students, and external constituencies. The successful candidate will possess the ability to multi-task and provide exemplary customer service along with a professional demeanor and a positive attitude. It is important that the individual enjoys communicating by phone and has an excellent phone presence and personality. Applicants should also have the ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines. Previous experience working at a university with retention management software programs is desired.

**Essential Functions**

1. Follow-up on referrals made through the Starfish Early Alert Software System
   1. Contact students referred
   2. Provide academic intervention information
   3. Assist students with other questions or concerns, ex. financial aid, registration dates
2. Implement Retention Initiatives
   1. Assist in the continued development of Starfish retention management software and use develop comprehensive knowledge of the software program and its functionality
   2. Assist in the administration of the Beginning College Survey of Student Engagement (BCSSE) and the National Survey of Student Engagement (NSSE)
   3. Develop programming based on findings of surveys of student engagement surveys
   4. Develop and present success series workshops to the campus community
   5. Follow-up on student concerns after initial outreach and document outreach made to students
   6. Provide one-on-one success coaching to students to assist with the elimination of barrier, both personal and academic
3. Develop programming for academically at-risk students
   1. Monitor academic progress and make course recommendations
   2. Assess needs and recommend appropriate services
   3. Partner with other departments to address areas of deficiency
4. Other duties as assigned

**Competencies**

1. Ability to multi-task and provide exemplary customer service along with a professional demeanor and a positive attitude.
2. Demonstrated experience with retention management software products
3. Excellent verbal and written communication skills.
4. Proven analytical and problem solving abilities.
5. Team-oriented and skilled in working within a collaborative environment.
6. Ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines.

**Supervisory Responsibility**

This position has no supervisory responsibilities.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinet and fax machines.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include ability to adjust focus.

**Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m. Summer schedule is Monday through Friday, 8:00a.m. To 4:00 p.m.

**Travel**

Occasional travel is required.

**Required Education and Experience**

1. Bachelor's degree required.
2. 3-4 years’ experience working within a college or university setting.
3. Previous experience creating content for workshops designed to promote the educational and personal growth of undergraduate and graduate students.

**Preferred Education and Experience**

1. Master’s degree preferred.
2. 2-3 years’ previous experience working at a university with retention management software.
3. 2-3 years’ previous experience developing programming to address the needs to marginalized populations.
4. Previous experience with the development and implementation of summer bridge or summer enrichment programs.
5. Previous experience in academic advising or counseling
6. Advanced experience with technology including proficiency in BANNER, Microsoft Word, PowerPoint and Excel.

**Additional Eligibility Qualifications**

None required for this position.

**Work Authorization/Security Clearance**

This position is designated as security-sensitive. Before an offer of employment is made, a pre-employment background investigation will be completed, which may include a criminal background check, education, DMV and prior employment.

**AAP/EEO Statement**

**Reasonable accommodations will be made to provide this content into reasonable alternate accessible formats upon request. Please contact our offices at (304) 766-5224 or** [**Justin.Cherry@wvstateu.edu**](mailto:Justin.Cherry@wvstateu.edu)**.**

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Closing Date: **January 10, 2019**

Please send cover letter, resume, unofficial transcript, and recent letters of recommendation from three professional references with contact information to:

Search Committee Chair, Retention Specialist

West Virginia State University Research and Development Corporation, POB 1000, 201 ACEOP Administration Building,

Institute, WV 25112.

**PREFERRED: Information accepted as e-mailed in Word or PDF format to**

[rdemployment@wvstateu.edu](mailto:rdemployment@wvstateu.edu)