

Position Description

Job Title: Retention Specialist
Division: Student Services
Department: Student Retention, Engagement, and Success
Last Update: 6/27/2011
Supervisor's Position: Dean,
Student Retention, Engagement and Success
FLSA Status: Non-Exempt



The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required by the position.

Job Summary:

The primary responsibility of the Retention Specialist is to research, develop, advise on, and coordinate actions and services that result in substantial documented improvements in student retention, persistence and graduation rates, both college-wide and on a program-by-program basis.

Essential Duties and Responsibilities:	Approximate Percentage of Time
1. Research, develop, advise on, and coordinate actions and services that result in substantial documented improvements in student retention, persistence, and graduation rates across the college and in specific programs.	50%
2. Through personal contact and correspondence, advise and counsel individual students and groups of students regarding matters affecting their retention, persistence, and graduation. Refer students to other resources as needed.	25%
3. Maintain effective liaison and communication with other Departments and Divisions of the College, and with other organizations, such as schools, colleges, universities, and public agencies concerning data and processes for measuring and improving student retention, persistence and graduation rates.	15%
4. At all times, engage in and promote teamwork, courtesy, legal compliance, policy compliance, and safety in the WATC workplace.	5%
5. Engage in sufficient self-development and continuing education to maintain necessary skills, abilities, and knowledges for high levels of personal achievement in the position.	5%

Required Knowledges, Skills, and Abilities

- The knowledges, skills, and abilities necessary to perform the essential functions of the position at a high level must be evidenced in the overall vocational background of the person assigned and must be maintained throughout tenure in the position.
- User-level knowledges of Outlook, Word and Excel are required.
- An operating knowledge of Student Services software, such as Banner, is required within three months of entering the position.
- Evidence is required of the ability to research problems and/or issues and to make and effectively communicate sound evidence-based professional decisions.

- Ability to independently drive by personal car is required, along with unrestricted licensure to operate a motor vehicle in the State of Kansas, as well as a driving record that meets WATC insurance standards.
- Evidence is required of effective time management skills, including the ability to manage multiple projects, and meet deadlines in a timely manner, and the ability to prudently prioritize tasks, projects and goals.
- Evidence is required of professional-level Communication Skills, including excellent written and oral communication skills, excellent interpersonal skills, and ability to communicate effectively with others in arriving at solutions to complex problems
- Evidence is required of professional-level critical thinking skills, including ability to read and process detailed information, ability to think open-mindedly within alternative systems of thought, recognizing and assessing, as need be, assumptions, implications, and practical consequences.
- Evidence is required of workplace teamwork skills, including ability to work effectively with all constituents of the College and public, being flexible and respectful of the thoughts, opinions and contributions of others in a group, being respectful of people’s diversity, individual differences and perspectives, and being able to provide feedback in a constructive and considerate manner.

Education and Experience:

- A Masters degree in a job-related field is required, such as in higher education administration or in educational psychology, or in a teaching field present in the College.
- At least two years of professional experience is required that included substantive work functions pertaining to retention, persistence, and graduation rates of post-secondary traditional and non-traditional students.
- Additional teaching experience with post-secondary students is preferred.

Working Conditions:

Daily attendance is required to meet the needs of students, and to interface with WATC faculty and staff as well as with outside organizations. Attendance is required at meetings and in-services. Schedules may fluctuate to accommodate student needs, deadlines and delivery of services. Long periods of sitting or standing will be required. Ability to converse with and understand English-speaking students is required. Sufficient vision and hearing are required to complete the work and interact with students, staff, faculty and the public. Work schedules will be as needed to accomplish assigned duties. Independent travel to by car and public carrier is required. Must be able to work in a multi-tasked high volume environment, managing multiple and competing priorities.

Employee Acknowledgement Date _____

Supervisor Acknowledgement Date _____