### CLARK ATLANTA UNIVERSITY
### Job Description

<table>
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<tr>
<th>Position Title</th>
<th>Retention and Graduate Specialist</th>
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<tr>
<td>Department</td>
<td>Center for Academic and Student Success (CASS)</td>
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<td>Reports To</td>
<td>Executive Director, CASS</td>
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The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

**General Function (Description):**

Clark Atlanta University (CAU) is seeking a Retention and Graduation Specialists. Under the direction of each of the Executive Director of the Center of academic Success and the Associate Provost, the Retention and Graduation Specialist will play a key role in enhancing the academic and career success of students at the university, consistent with the vision of the President and the strategic priorities of the Provost and Vice President for Academic Affairs.

### Examples of Duties and Responsibilities:

- The Retention and Graduation Specialist provides intrusive academic advisement and information on university policies and procedures, works with lower division students in each School in support of a strategic retention program to improve time to degree, and provides academic support to upper division students on graduation requirements in order to advance the university's graduation goals.
- Participates in required centrally-managed as well as locally-directed student success activities and initiatives, including strategic onboarding and professional development opportunities to ensure a common knowledge and understanding of student success goals, key performance indicators and outcomes, expectations, resources, accountability requirements, and quality assurance.
- Utilizes an advanced, developmental, problem solving approach rather than a prescriptive application when assisting students with degree completion. Works in support of, and under the direction of, the School Dean and the Executive Director of the Center for Academic and Student Success in the design and implementation of strategic retention programs to facilitate degree progression and graduation and to develop interventions to promote student success.
- Manages and advises a school-based caseload of 700 students and conducts ongoing review and evaluation of retention and graduation to identify common trends regarding progression.
- Collaborates with departments and faculty to plan, organize, and coordinate school-based interactive workshops and seminars designed to support sophomores, juniors and graduating seniors.
- Conducts complex one-on-one and group student academic service advising sessions, which involve administrative planning and coordination.
- Collaborates as a team member on the delivery of New Student Orientation, Transfer Student advising, student retention initiatives, and academic success workshops.
- Supports students in pursuing their educational goals by providing factual data about degree requirements related to student aptitudes, interests, and abilities.
- Conducts outreach presentations and collaborates with schools and departments to inform students of advising services, degree requirements, and the Degree Audit Check using DegreeWorks and EAB Student Success-Campus. Provides direct support to students requiring Grad Check/Degree Audit corrections, requesting information on university petitions, and in need of guidance on applying for graduation.
- Collaborates closely with the Registrar’s Office and Enrollment Services to address identified...
student challenges.

- Creates specific action plans for degree completion for students’ deferred graduation and communicates appropriate action steps to students.
- Maintains a database of students supported, challenges experienced, and overall outcomes and presents progress reports as requested to the support meetings in the Center for Academic and Student Success, the Associate Provost or designee, School Dean or designee. Presents weekly progress report to the School Dean and the Director of Academic Advisement.
- Perform other duties as assigned.

**Knowledge, Skills and Abilities:**

- Ability to interact with a diverse student population, faculty, staff, and the public. Experience advising students in a higher education setting. Experience with data collection, maintenance, retrieval, and analysis. Experience with Microsoft Office suite including Word, Excel, PowerPoint, and Outlook. Experience working with a diverse student, faculty, staff, and community population.
- Ability to plan, develop, coordinate, supervise, organize, and assess programs and activities.
- Ability to interact with a diverse student population, faculty, staff, and the public.
- Ability to advise students individually and in groups on complex student-related matters.
- Ability to establish and maintain cooperative working relationships with a variety of individuals.
- Excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities, the program area, and of the overall organization.
- General knowledge of individual counseling techniques and of the principles, practices, and trends of the student services field.
- Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of a sensitive nature.

**Minimum Hiring Standards:**

| Education | Master’s degree or the equivalent from an accredited four-year college or university in a related field including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution. plus |
| Years of Experience | Three years of professional student services work in the field. |
| Years of Management/Supervisor Experience | A master’s degree from an accredited college or university in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. Evidence of implementation of a solution-based approach to facilitate retention, graduation, and student academic success. |

*Clark Atlanta University is an Equal Opportunity/Affirmative Action Employer*