



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Retention and Graduation Specialist
Department:	Center for Academic and Student Success (CASS)
Reports To:	Executive Director, CASS

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 Retention and Graduation Specialists (RGS) in the Center for Academic and Student Success. The Retention and Graduation Specialist develops and implements academic advisement and student success initiatives designed to increase the persistence, retention and graduation of undergraduates at CAU. The RGS plays a key role in enhancing the academic and career success of undergraduate students at the University. The RGS advises an assigned caseload of students and participates in assessment activities in the development of benchmarks and outcomes for their assigned population of students. RGS maintains and conducts regular schedule of advisement, registration and student educational plan appointments in collaboration with the CASS Team.

Examples of Duties and Responsibilities:

- Provides intrusive academic advisement and information on university policies and procedures, works with lower division students 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.
- Onboard and advise new undergraduate first-year and transfer students each semester. Manage daily student inquiries to support academic success with an emphasis on responsiveness (responds to student inquiries within twenty-four hours).
- Maintains strict confidentiality of all student records and adhere to FERPA requirements.
- Participates in required 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 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; including the use of Academic Maps and the implementation of the *Finish in 4 Initiative*.
- Manages and advises a school-based caseload of at least 500-700 students and conducts ongoing review and evaluation of retention and graduation to identify common trends regarding progression.
- Collaborates and coordinates major-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, student retention initiatives, Undergraduate Seminar and various 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 *Degree Works*.
- Provides direct support to students requiring Degree Audit corrections, requesting information on university petitions, and in need of guidance on applying for graduation.

- 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; including data collection, maintenance, retrieval, and analysis and presents periodic progress reports as requested to the support meetings in the Center for Academic and Student Success.
- Presents weekly progress reports to the Executive Director of the Center for Academic and Student Success.

Knowledge, Skills and Abilities:

- Experience advising students in a higher education setting.
- Experience with Microsoft Office suite including Word, Excel, PowerPoint, and Outlook. Canvas or other relevant Learning Management System (LMS) and Student Information System (SIS) such as Banner and Degree Works.
- 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 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.
- Must possess discretion, sound judgment, initiative and solid organizational and decision-making skills.
- Ability to work a flexible schedule which may include working outside of 9 am – 5 pm hours, some weekends and evenings might be required.

Minimum Hiring Standards:

Education	Minimum of Bachelor's degree or the equivalent from an accredited four-year college or university in Education, Counseling or a related field including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution. Master's degree preferred.
Years of Experience	Three years of professional student services work in the field. Evidence of implementation of a solution-based approach to facilitate persistence, retention, graduation, and student academic success. Experience working with various populations/majors; including but not limited to student-athletes, veterans, etc.
Requirements	Application submitted to jobs@cau.edu ; Cover letter and resume or curriculum vitae; Official Transcript to document advanced degree; Three recent letters of recommendations from past employers; and Submit to a Background Check.

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