



# CLARK ATLANTA UNIVERSITY

## Job Description

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

*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 Transfer Specialist (RGS) in the Center for Academic and Student Success. The Retention and Graduation Transfer Specialist develops and implements academic advisement and student success initiatives designed to increase the persistence, retention and graduation of advanced freshmen and transfer undergraduates at CAU. She/He coordinates with the academic advising initiatives and activities designed for transfer academic student success and retention; focusing on the quality and effectiveness of the University's academic advisement initiatives. The RGS plays a key role in the transfer evaluation process and enhancing the academic and career success of undergraduate students at the University. This position determines transfer coursework applicability and/or equivalency following University procedures for all incoming students with transfer credit. The 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.
- Onboards and advises new undergraduate advanced 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).
- Develops a working knowledge of all university major programs, including prerequisites for admissions, major requirements and transfer credit policies for all academic
- Maintains and conducts regular schedule of advisement, registration and student educational plan appointments with their population of students.
- 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.
- Works closely with the RGS Team to ensure that a proactive and quality approach is taken with all transfer student advising needs.
- Manages and advises a caseload of at least 500-700 students and conducts ongoing review and evaluation of retention and graduation to identify common trends regarding progression.
- Participates in assessment activities in the development of benchmarks and outcomes for their assigned population of students; including data collection, maintenance, retrieval, and analysis.
- 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 (CUGS Seminars) 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 and presents periodic progress reports as requested to the support meetings in the Center for Academic and Student Success and the Associate Provost.
- Maintains strict confidentiality of all student records and adhere to FERPA requirements.
- Presents weekly progress report to the Executive Director of the Center for Academic and Student Success.

***Knowledge, Skills and Abilities:***

- Ability to interact with a diverse student population, faculty, staff, and the public.
- 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. Experience working with a diverse population of students, faculty and staff.
- 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.
- Attention to detail, excellent verbal and written communication, human relations/interpersonal, leadership skills; as well as the ability to acquire knowledge of campus procedures, activities, the program area, and of the overall organization and manage multiple concurrent projects and meet deadlines.
- 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:***

<b>Education</b>	Master'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.
<b>Years of Experience</b>	Three years of professional employment experience, specifically in areas of counseling, academic advisement, academic success with colleges/universities. Evidence of implementation of a solution-based approach to facilitate persistence, retention, graduation, and student academic success.
<b>Requirements</b>	Application submitted to <a href="mailto:jobs@cau.edu">jobs@cau.edu</a> ; Cover letter and resume or curriculum vitae; Official Transcript to document advanced degree; State/National Certification/credentials (if applicable); Three recent letters of recommendations from past employers; and Submit to a Background Check.

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