



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Retention and Graduate Specialist
Department:	Center for Academic and Student Success (CASS)
Reports To:	Assistant Provost, Student Success

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 Specialist (RGS) in the Center for Academic and Student Success. The RGS is responsible for providing comprehensive academic advising to undergraduate students. The RGS supports students' academic planning, course selection and degree progression. The RGS will monitor student progress, promote timely graduation, and contribute to institutional student success initiatives aligned with university strategic goals.

Essential Duties and Responsibilities:

- Provides intrusive academic advisement and information on university policies and procedures with first-year students in support of a strategic retention program to improve time to degree completion and student success.
- Assists students in developing individualized academic plans and monitor progress toward degree completion.
- Works in support of the design and implementation of strategic retention programs to facilitate degree progression and to develop interventions to promote student success.
- Collaborate with faculty to coordinate academic advising processes and communicate curriculum updates.
- Maintain accurate student records and advising notes in advising systems (e.g., Degree Works, Navigate).
- Collaborate with university resources for timely intervention of students identified as at-risk.
- Participate in student success workshops, orientations, and retention-related initiatives.
- Keep informed of best practices and national trends in academic advising and student development.

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.
- Ability to interact with a diverse student, faculty, staff, and community population.
- Familiarity with degree audit systems, student information systems, and early alert technologies.
- Understanding of issues impacting underrepresented and first-generation college students.
- Ability to plan, develop, coordinate, supervise, organize, and assess programs and activities.
- 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.

Preferred Qualifications:

- Training with Navigate or similar advising technology platform.
- Familiarity with national academic advising standards (e.g., NACADA).

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, student affairs.
Years of Experience	At least one-three years of professional academic advising or related student support experience in a college or university setting.
Work Environment and Schedule	This is a 12-month full-time professional staff position. Some evening and weekend hours required for student programs and events.

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