

POSITION DESCRIPTION

TITLE: Student Support Specialist - (Exempt)

Collective Bargaining - Ineligible - Confidential

Definition - The Board approved definition of a confidential employee is an employee who has access to confidential or discretionary information regarding legal advice or the development or formulation of policy or procedures pertaining to labor relations or budget formulation and implementation; OR, whose functional responsibilities or knowledge concerning employee relations makes the employee's membership in an employee organization incompatible with the employee's duties; OR, who performs the functions of an executive secretary/administrative assistant/office administrator to the president, vice president, or dean [CEO and/or Officer] of St. Mary's College as defined by the Board of Trustees of St. Mary's College of Maryland.

This is a confidential position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

The Student Support Specialist is responsible for assisting with academic advising and coaching, retention and success strategies, and facilitating programs to support student success. Reports to the Associate Dean for Retention and Student Success.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following and applying the policies and procedures as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.
- Engages in academic advising with students who have not declared a major.
- Provides academic coaching to help students learn and hone academic skills.
- Organizes and presents workshops/programs as needed.
- Assists with development and implementation of retention strategies.
- Responds in a timely manner to assigned student intervention activities such as early alerts and ongoing notifications. Thoroughly records all activity in the system on a timely basis.
- Assists with training tutors, Peer Academic Success Strategies (PASS) Specialists, and organizes study groups.
- Implements programming that supports underrepresented students such as low-income, first-generation, and/or students with disabilities to help them progress from first-year to graduation.

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- Monitors and supports the academic progress of all students including underrepresented and minority students, in close cooperation with others. Coordinates and provides support to students with academic challenges, including students on Academic Notice and those with midterm deficiencies.
- Oversees technology issues related to the Office of Student Success Services web presence, academic support uses of the portal, and use of technology for new students.

MINIMUM QUALIFICATIONS:

- Education: Bachelor's degree in education, psychology, social work or a related field required.
- Experience working in education, retention/student success, Student Affairs, and/or Academic Affairs preferred.
- Excellent interpersonal and written communication skills.
- Experience creating and implementing academic success workshops.
- Flexible schedule (may need to work occasional evenings and weekends).
- Appreciation for and understanding of the needs of diverse students and the value of a liberal arts education.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.