



ERSKINE
C O L L E G E

Coordinator for Student Success Position Description

The Coordinator for Student Success (CSS) is a full-time, exempt position that is primarily responsible for overseeing two areas of focus, both of which support overall campus retention efforts and will require a close working relationship with the Office of the Provost and Athletics.

- The First Year Experience
- Career Services

The CSS is housed in the Office of Student Development and is directly supervised by the Vice President for Student Success. The CSS is responsible for promoting a positive and successful learning experience for students in an effort to support the transition to college and beyond. He/she will provide an extremely high level of customer service support to students, specifically first year students and also students identified as “at risk” students. Assisting students in developing their understanding of and deep appreciation for authentically holistic learning in a Christian liberal arts environment is a critically important aspect of this role.

First Year Experience

- Oversee SOAR (Summer Orientation and Registration) and Welcome Week (New Student Orientation in August) with the goal of assisting new students in the transition to college life and expectations.
- Implement programs to help new students engage in and out of the classroom.
- Work with faculty, staff, and coaches to identify and intervene with first year students needing assistance.
- Lay the groundwork for a First Year Experience to improve freshman-sophomore retention. Pilot program and content ideas, host focus group and surveys to gather data, and research successful programs at similar institutions. Oversee the First Year Experience Program once developed.
- Create an environment which promotes and fosters living and learning outside of the classroom and support for the college mission.
- Advise, mentor, and make appropriate referrals for students on academic, personal, and social issues.
- Partner with various campus personnel to support overall retention efforts, specifically for first year students through:
 1. Fostering an “open door” culture where students, faculty, and staff may access resources to help students persist, flourish, and graduate.
 2. Work collaboratively with existing academic support programs.

3. Provide follow-up and individual conversations with students based on various assessments/results of incoming students aimed at identifying at-risk students.
4. Assess student needs and connect them to existing college resources.
5. Become familiar with a variety of campus-wide resources, organizations, and services in order to expedite appropriate student referrals.
6. Foster an environment conducive to holistic student development and learning beyond the classroom, guided by student development theory.
7. Be visible, approachable, and accessible to students on either a scheduled or unscheduled basis.
8. Be highly visible across campus, intentional in relationships with the student leaders, and a visible and vibrant member of the campus at large.

Career Services

- Create and oversee programs and services designed to help students effectively transition through the various stages of the college experience including career preparation and vocational discernment.
- Serve as one of the primary campus resources charged with helping guide students toward the integration of their strengths, values, passions, academic interests, and career goals.
- Promote the purpose and activities of Career Services while providing effective communication to students, faculty, staff, alumni, employers, and parents.
- Provide career counseling and testing for students to assist in the development of their career plans.
- Establish and maintain effective relationships with professional organizations and businesses in order to provide intern/externship and job opportunities to Erskine students.
- Provide regularly scheduled communication to students regarding career related opportunities, internships, summer jobs, etc.

Qualifications

Required:

- A personal relationship with Jesus Christ and an active Christian commitment
- A personal and professional commitment to the Christian values and mission of Erskine College and Student Development, and a commitment to uphold its policies and regulations
- The ability to embrace the Erskine Christian mission statement and be able to positively articulate it in all aspects of the job
- Bachelor's degree
- Good written and verbal communication skills
- Strong interpersonal and community relations skills
- Ability to prioritize and manage activities
- Strong attention to detail
- Strong organizational skills
- Computer proficiency to include PC platforms and Microsoft Office
- Ability to work independently and varying hours with some evenings and weekends required
- Commitment to excellence in providing student support
- Maintain a student-centered approach
- Familiarity with the higher education environment and the student development process

Preferred:

- Experience in a First Year Experience Program, Career Services, Retention, or related experiences at a college or university
- Master's degree in college student personnel or a related field
- Be able to effectively and creatively use technology to maximize opportunities for connecting with students
- Have experience or skills working with data, analyzing data, tables, and longitudinal information
- Strong research and data analysis skills; an ability to translate into clear communication for non-experts
- Ability to interface with internal and external constituents with diplomacy and tact
- Ability to build positive and effective relationships with students, faculty, staff, and administration across the institution
- Proven experience in managing complex projects and developing processes
- Adept at working with both students and faculty one-on-one or in groups
- Good facilitator of discussion and ideas

The Coordinator for Student Success position is a 12 month position even though the employee's status remains "at will." Reappointment is not guaranteed, but is based upon an exemplary performance record. The CSS performance is under continuous evaluation so as to maintain the highest possible standards. Failure to meet any of the qualifications, requirements, or responsibilities as outlined or specified by the Vice President for Student Success may result in personnel sanctions which could include, but are not limited to, verbal or written warnings, probation, or possible termination.