Job Title: Academic Retention Specialist

Job ID: 21395

Location: College of Staten Island

Full/Part Time: Full-Time

Regular/Temporary: Regular

POSITION DETAILS

The College of Staten Island is one of the 11 senior colleges of the 25 colleges and institutions that comprise The City University of New York (CUNY). The three schools and two academic divisions of the College serve more than 13,000 students and offer a broad range of academic programs in the liberal arts and sciences, and in several professional areas. The College awards associate's, bachelor's, master's, certificates, professional doctorate degrees, and PhD degrees through The CUNY Graduate Center. CSI's internationally recognized faculty passionately engages in scholarly and artistic activities, and together with a strong professional staff, provides transformational learning experiences both inside and outside the classroom for the diverse student body. The 204 acre park-like Willowbrook campus incorporates a residential component, and in 2017 the College expanded its institutional footprint and accessibility with the opening of the St. George location in the heart of Staten Island’s economic renaissance on the north shore of the Island. The College is a hub of intellectual and artistic activity, and is committed to its role as an anchor institution and community partner including for economic impact and job creation for the greater Staten Island area.

The Retention Specialist is a key member of the Center for Advising and Academic Success (CAAS) and is responsible for retention initiatives throughout the campus to promote student success. The Retention Specialist is tasked with promoting and cultivating a problem solving approach to support students in retention, closing the achievement gap, and ultimately, degree completion. This administrator will provide proactive advising using the various advisement and communication tools including CUNYfirst, Degree Works, Educational Advisory Board (EAB), Financial Aid Certification Tracking System (FACTS) and Hobsons Retain.

- Monitors academic progress of students who are identified at-risk. Works with the student, faculty, and other academic support offices to offer resources and interventions that enhance success.
- Proactively advises at-risk and probation students. Regularly meets with students to monitor their progress. Assists students with individual academic action plans including but not limited to academic plans for future semesters, grade remedy, grade appeals, counseling, academic support, Title IV, TAP compliance, etc.
- Reviews retention data with the Center for Advising and Academic Success (CAAS) team to identify common trends and errors resulting in failure to progress; provides policy information and/or referrals.
- Advises and coaches students by applying intensive motivational and case management strategies to encourage satisfactory academic performance and engagement with the college community.
- Develops and implements a retention/early warning program to enhance student success and support progress and completion. Uses software to organize and maintain data, composes and prepares correspondence, reports and other materials.
- Collaborates with faculty to support early alert system, to identify students who are under-performing in specific courses and provides intervention services.
- Implements and conducts student success workshops and seminars. Coordinates and facilitates retention-centered programming workshops.
- Develops and monitors retention plans for ensuring student success.
- Assists and refers students for academic skills assistance, including tutoring, counseling, and/or career guidance. Assists students to connect with advocate peers and draw upon support services such as counseling, financial aid, and targeted student resources.
- Maintains documentation of student interactions with counselors and faculty. Compiles data and generates standardized reports and prepares documentation for program files and individual student records for senior leadership.
- Organizes internal and programming documents into updated filing systems; creates and updates programmatic policies as needed.
- Stays current with trends and best practices regarding student retention; participates in conferences and meetings to maintain knowledge of current industry best practices and guidelines.
- Consults with the Director to resolve problems or policy concerns. Makes recommendations to address issues and implement procedures to manage these concerns.
- Assists the Center for Advising and Academic Success (CAAS) during regularly scheduled events.
- Performs additional responsibilities as assigned.

QUALIFICATIONS

Bachelor's degree and four years' related experience required.

Preferred qualifications include:
- Master's degree.
- Experience in advising, counseling, or related field.
- Experience in a higher education setting working with student-focused initiatives.
- Previous work with culturally diverse student population as well as awareness of the needs of under-represented, non-traditional, and other student groups.
- Demonstrated experience in collaboration among colleagues and/or departments to focus on meeting the needs of students.

CUNY TITLE OVERVIEW

Administers an academic advising center or unit.

- Collaborates with other academic and administrative offices to maintain a comprehensive academic advisement program
- Ensures students are provided with consistent, accurate, and prompt advising services, coordinating with academic departments
- Works with students to resolve academic issues, providing information and/or referral
- Develops orientation programs to engage and retain students and instructs students, faculty and staff on use of advising technologies
- Conducts assessments to strengthen advisement programs
- Organizes and facilitates training for faculty advisors
- Develops print and online communication materials
- May supervise office operations and budget
- Performs related duties as assigned.

CUNY TITLE

Higher Education Assistant

FLSA

Exempt

COMPENSATION AND BENEFITS

Salary commensurate with education and experience.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive
academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

**HOW TO APPLY**

To apply, please visit https://cuny.jobs/ and enter the Job ID# in the “What” section field. Candidates must attach a resume, cover letter, and three professional references (name, title, organization, and contact information) as one file.

**CLOSING DATE**

December 4, 2019

**JOB SEARCH CATEGORY**

CUNY Job Posting: Managerial/Professional

**EQUAL EMPLOYMENT OPPORTUNITY**

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.