Job Description

Job Title: Student Resource Advocate

Department: Academic Advising

Job Category/ FLSA Status: Part-time Position/Non-Exempt

Accountability: Senior, Academic Advisor

Authority: None

Position Description:

This individual will be proactively involved in driving student’s success through the retention and persistence case management model. The Student Resource Advocate (SRA) will provide assistance in multiple areas such as the use of Blackboard, choosing courses and venues, tracking degree progressions, and providing account and financial aid information.

Major/Essential Functions:

The purpose of the SRA is to provide a level of customer service for on ground and distance education students that result in students persisting through obstacles to graduation.

Duties/Responsibilities:

- Provide personable and effective student care throughout the lifespan of students in order to encourage and promote degree completion.
- Function as outbound representative in returning calls and performing tele-counseling duties when needed, particularly in regards to Academic Advising.
- Maintain intermediate knowledge of program enrollment information in order to make accurate decisions in a quick-turnaround environment.
- Log all correspondence into the student information system for tracking and follow-up purposes.
- Regularly correspond with Academic Advisors to ensure inquiries are being passed through and followed up on efficiently.
- Assist with special retention campaigns or promotions related to student enrollment.
- Adheres to all policies and required statements.
- Perform related duties as required.

Qualifications:

Required:
- High school diploma or the equivalent.
- Be a committed Christian and in good standing with a local church.
• Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

Preferred:
• Associate’s degree or equivalent.
• Experience working with Customer Relationship Management (CRM) and Blackboard Systems are desired.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):
• Ability to follow linear business processes in adhering to academic advising protocol.
• Ability to troubleshoot basic problems.
• Ability to utilize scripting to achieve sales objectives.
• Possess excellent technical aptitude, with prior experience using Microsoft Excel, Microsoft Word and Outlook
• Ability to communicate particular and general information to assist clients in taking appropriate action(s).
• Possess excellent communication and organizational skills.
• Ability to work effectively and independently without close supervision.
• Willing to adhere to all policies and required statements.
• Ability to develop thorough knowledge of the College’s program enrollment information.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):
• None

Mobility/Physical Demands:
• Employee must sit and use hands to finger, handle or feel..
• Employee must talk and listen via face-to-face contact and telephone.
• Employee may be required to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):
• Typical office environment
• Must be willing to work flexible hours, including some nights and Saturdays.

Security Sensitive:
• Yes
• Adhere to the FERPA (Family Educational Rights and Privacy Act of 1974), which is the federal legislation in the US that protects the privacy of students' personally identifiable information.

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.