



Job Description

Job Title:	Student Success Specialist
Location:	Indianapolis
Department:	CBS Indianapolis
Job Category/ FLSA Status:	Student Services/Exempt
Accountability:	Campus Dean of CBS Indianapolis
Authority:	Staff as Assigned

Position Description:

The Student Success Specialist is responsible for providing servant leadership and administrative management, to develop and facilitate the enrollment and retention of a quality student body focused primarily on Indiana campuses, through the practices of admissions, advising, student success and retention, and supportive student services consistent with the College's mission and accreditation standards. The Student Success Specialist will also provide support to faculty, staff and students, marketing plans, building constituent relations, budgets, administration, and provide operational projections as needed for attrition and retention goals. Coordinate the development, improvement, and operations of the assigned programs to enhance the impact and growth of the operations/campus.

Major/Essential Functions:

- Coordinates all the recruitment and admissions efforts, while serving as the primary point of contact for the recruitment initiatives for the Indiana campuses.
- Provides a high level of proactive, personalized academic and persistence coaching for assigned students that helps them overcome obstacles to course completion and, eventually, graduation.
- Provides comprehensive academic advising aligned with standards of excellence articulated by the National Academic Advising Association (NACADA) and the Council for the Advancement of Standards in Higher Education (CAS).
- Implements team plans for student retention and engagement programs and activities.
- Assists in the process that engages applicants and re-admitted students in a professional manner; resulting in newly admitted, continuing, and returning students matriculating into the college as enrolled students, in degree programs that best equips them to fulfill their desired educational and ministry goals.
- Assists with programmatic services and programs as assigned, utilizing effective enrollment, degree program, retention, and service knowledge, skills, and abilities.
- Advises or directs students and aid recipients regarding cost of attendance, financial aid satisfactory academic progress, maintaining financial aid eligibility, methods of payment and management of financial responsibilities.
- Develop effective collaborative partnerships with Registrar and Financial Aid, Marketing, Grace Relations and other services/practices in support of student enrollment.

- Ensures compliance with the Family Education Rights and Privacy Act (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

- Assists with policies, procedures, processes, and systems to support student enrollment management.
- Maintains, generates, and analyzes data and reports, supports assessment and development of a culture of continual quality improvement.
- Assists with managing quality assurance reporting to monitor student's official enrollment status and student's academic advising status.
- Ensures in conjunction with the Registrar, proper transition of all student records.
- Assists with the development of and maintenance of annual advising plans to ensure students receive guidance for their persistence through their completion of the course of studies.
- Assists with the development of programs and services to support student retention.
- Assists with college reports and other statistical information such as admission statistics, academic advising statistics, and historical trends and comparisons, to assist in strategic planning and decision-making.
- Performs related duties as required.

Qualifications:

Required:

- Bachelor's degree with three to five years progressive experience in college or university student enrollment/admissions management admissions or related experience, including advising experience and technical skills.
- 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.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Knowledge of FERPA and other applicable laws.
- Excellent relational, communications, academic and administrative skills.
- Ability to identify and communicate mission and vision and develop implementation strategy to achieve the same.
- Excellent interpersonal, organization skills and a commitment to outstanding student service.
- Ability to counsel with students and provide advice and directions as appropriate to resolve issues and complaints.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of students or employees of the college.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to communicate with students, administrators, and external agencies effectively.
- Ability to communicate clearly and consistently in writing, counseling, and professional relationships with colleagues.
- Ability to work with and influence others to achieve operational requirements.
- Ability to work cooperatively as a member of a team.
- Ability to manage information system solutions and expansions to support the delivery of high quality and cost-efficient services and communications to students.

- Ability to manage multiple projects simultaneously while achieving goals and objectives.
- Ability to work effectively under pressure and meet deadlines.
- Ability to assess problems, identify appropriate actions and communicate solutions to management, staff, and student customers.
- Knowledge of enrollment management best practices and accreditation requirements.
- Proficiency in use of Microsoft Word, Excel, Power Point, Internet, and e-mail.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- All additional measurements of expectation and performance will be designed, documented, and implemented as deemed appropriate to this position.
- Develop and manage operation fiscal budgets with approved parameters.
- Develop measurable outcomes and produce associated results.

Mobility/Physical Demands:

- Employee must sit, stand, and walk.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 35 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Availability for light travel to and from Indiana campus and instruction site locations
- Typical educational administrative environment
- Ability to work evening and weekends as needed in support of student enrollment activities.

Security Sensitive: Yes

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.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.