

## Job Description

**Job Title:** Assistant Director of Enrollment and Student Success

**Department:** Student Enrollment Services

**Job Category/ FLSA Status:** Student Support/Exempt

**Accountability:** Executive Director of Enrollment and Student Success

**Authority:** As assigned.

### **Position Description:**

The Assistant Director of Enrollment and Student Success will support the efforts of ensuring students are effectively recruited, enrolled, retained, and graduated. The underlying priority of this role is biblical discipleship and mentoring, with a strong focus on student development and spiritual formation. The Assistant Director of Enrollment and Student Success develop and execute a focused, coordinated student retention program that will early-identify at-risk and inactive (i.e., currently enrolled students who are not participating in current classes or have not attended for one or more semesters) students that require special attention in order to promote perseverance and achievement of their educational goals. The Assistant Director of Enrollment and Student Services will also be a student advocate with other departments (e.g. Discipleship, Academics, Student Financial Service) to help students overcome barriers to successful completion of courses and degree programs.

### **Major/Essential Functions:**

- Utilizes inter and intra – departmental resources with which to effectively collaborate to achieve an operationally and cost effective model for improving student retention.
- Develops a systemic and well-documented approach to identifying the target group of students, both existing and inactive, requiring focused retention effort beyond that of their regularly assigned Student Success Specialist.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.
- Uses the knowledge base and skills of academic advising to successfully coach at-risk students to provide maximum support to promote the achievement of students' educational goal, with a willing attitude
- Advocates on behalf of students with departments and faculty to address barriers that may prevent them from successfully completing degrees and classes.
- Contacts students who are absent from class or inactive in online classes to identify why and assist with any issues that may arise.
- Advise Spanish speaking students who are enrolled in the Bible Certificate in Spanish, Associate of Biblical Studies in Spanish, the Bachelor of Science with Split Major in Christian Leadership and Biblical Studies, as well as Dual Credit Students.

### **Duties/Responsibilities:**

- Utilizes creativity and practicality to develop and implement a cost feasible approach to contact and provide encouragement and academic advisement to the target group of at-risk or inactive students.

- Develops an effective means of tracking critical retention data and performs in-depth analysis of the variety of causes of student stop-outs.
- Provides recommendations for implementing new measures to improve retention.
- Utilizes the systems, both automated and manual to extract critical student information in order to identify at-risk or inactive students in a consistent and timely manner.
- Successfully reconnects inactive students to the college and achieve successful hand-off to the regular enrollment associate for any necessary academic advising.
- Provides academic advice, where appropriate, to enhance the student's educational experience and encourage the successful completion of the student's educational goals.
- Assists with registration (especially of Spanish speaking students and inactive students who wish to reenroll) each semester as needed.
- Assists in the designing of an Academic Degree Plan to be used as a guide to the student and a means of auditing the student's progress.
- Assists and/or coordinates advisement of students in programs and resolve issues related to their class schedule, coursework, GPA, program status, communication with professors, withdrawals, leave of absence, etc.
- Encourages students to graduate.
- Assists with other academic advising activities as necessary.
- Implements a systematic approach to running Absentee Reports, and strategically follow through with coordinating opportunities to communicate with these students with the goal of retaining them in the College of Biblical Studies.
- Implements a systematic approach to running Stop Reports, and strategically follow through in analyzing the data and coordinating the contacting of students, with a goal of providing useful information in the efforts of retention and encouraging and assisting students to return to the college.
- Implements a process to gather student progress reports from faculty to be used in identifying "at risk" students.
- Coordinates the systematic running of student GPA reports and follow through in contacting these students, with a view towards retention.
- Exhibit knowledge and ability to apply the relevant information provided in the CBS Academic Catalog.
- Performs related duties as required.

### **Qualifications:**

#### Required:

- Bachelors from an accredited institution of higher education and 3-5 years of experience in a professional higher educational ministry setting working with non-traditional students or similar student groups.
- Functions with efficiency, speed and effectiveness and motivates others to perform well
- Exhibits confidence in self and others.
- Humble heart and a teachable spirit.
- Effectively influences God-centered actions and opinions of others.
- Bilingual in English and Spanish (speak, read, and write)
- Be a committed Christian and in good standing with a local church.
- Be in complete agreement with doctrinal position of the College and able to sign statement without reservation.

#### Preferred:

- Masters from an accredited institution of higher education and 7+ years of experience in a professional higher educational ministry setting working with non-traditional students or similar student groups.

- Experience planning events for academic institutions.
- Knowledge and experience in missions and urban related work preferred.
- Teaching experience within Biblical Higher Education ministry, Spiritual Formation within a classroom/lab setting at an ABHE affiliated college preferred.

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

- Critical thinking and creative problem solver
- Knowledge of FERPA and other applicable laws.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of students or employees of the college.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.
- Ability to learn various software and systems as required by the college or service providers.

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

- All measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

**Mobility/Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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 10 pounds.

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

- Typical academic education environment
- Ability to work flexible hours, including periodic evening/weekend schedule to support faculty, staff and students.

**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.