TITLE: Student Success and Completion Facilitator

DEPARTMENT: The Department of Retention and Completion

FUNCTION: To support the Associate Dean of Student Success and Completion and the Dean of Student Services to improve and advance systems that support student persistence, retention and completion; and ensure effective use of technology throughout all department functions.

REPORTS TO: Associate Dean of Student Success and Completion

SUPERVISES: Staff and student workers as assigned

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Coordinate and work as team member for the purpose of improving student and college success in the areas of retention, persistence and completion/graduation

2. Research and apply best practices in the areas of social media to enhance student success

3. Lead and support systemic improvements and changes to current practices related to student persistence, retention and completion numbers and rates

4. Implement plans to retain students

5. Maintain up-to-date knowledge of all college curricular and academic regulations

6. Coordinate and implement student outreach activities

7. Facilitate group meetings and presentations as needed

8. Act as liaison to all areas of the College to facilitate correct interpretation and application of academic policies and practices

9. Conduct and participate in as appropriate, on campus and off campus activities

10. Participate in professional organizations, and collaborate with state affinity groups and regional organizations to pursue and enhance retention and completion initiatives.

11. Participate in annual commencement ceremony and related activities

12. Performs additional tasks or duties as assigned by the Associate Dean of Student Success and Completion or other designated management.
MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities: Public speaking skills, knowledge of technology and experience in the application of various social media. Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s degree required, Master’s preferred, in communications, counseling, education, business, or related areas.

Experience: Minimum of five (5) years experience within chosen field with some experience in higher education, preferably in the area of student and customer service.

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Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE