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**Institute, WV 25112**

**Job Title:** Retention Specialist

**Department / Office:** Office of Retention and Student Success

**Reports to:** Director of Retention and Student Success

**FLSA Status:** Non-EXEMPT

**Summary** This position is responsible for administering and tracking placement tests, implementing and assisting with student programming, oversight of retention programs and activities, and other duties as assigned. The successful candidate will possess the ability to multi-task and provide exemplary customer service along with a professional demeanor and a positive attitude. A high level of communication skills, both written and verbal is imperative.  It is important that the applicant enjoys communicating on the phone and has an excellent phone presence and personality. Applicants should have experience with database management and excel spreadsheets and have the ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines. Previous experience working at a university with retention management software programs is desired.

**Essential Functions**

1. Follow-up on referrals made through the Faculty Referral Program
   1. Contact students referred
   2. Provide academic intervention information
   3. Assist students with other questions or concerns, ex. financial aid, registration dates
   4. Monitor Retention email account for referral communications
   5. Review all faculty referral calls for consistency
   6. Update Faculty Referral database
   7. Communicate effectively with faculty regarding referrals
2. Implement Retention Initiatives
   1. Assist in the implementation of MapWorks retention management software and use develop comprehensive knowledge of the software program and its functionality
   2. Assist in the administration of the Beginning College Survey of Student Engagement (BCSSE) and the National Survey of Student Engagement (NSSE)
   3. Develop programming based on findings of surveys of student engagement
   4. Develop and present success series workshops to the campus community
   5. Follow-up on student concerns after initial outreach and document outreach made to students
   6. Create spreadsheets to monitor and report special outreach initiatives
   7. Provide one-on-one success coaching to students to assist with the elimination of barrier, both personal and academic
3. Administer and track Placement Tests
   1. Schedule placement tests
   2. Upload placement test scores to BANNER
   3. File and track receipts/scores of test-takers
   4. Update and maintain Accuplacer database and spreadsheet
   5. Travel to high school locations as needed
4. Other duties as assigned

**Competencies**

1. Ability to multi-task and provide exemplary customer service along with a professional demeanor and a positive attitude.
2. Excellent people skills and a desire to make a difference in the lives of college students.
3. Demonstrated experience with database management and excel spreadsheets.
4. Excellent verbal and written communication skills.
5. Proven analytical and problem solving abilities.
6. Team-oriented and skilled in working within a collaborative environment.
7. Ability to plan, organize, and implement assigned responsibilities and to work well under pressure to meet established deadlines.
8. Ability to display superior relationship building and communication skills including an excellent phone presence and personality. It is important that the successful candidate enjoys communicating on the phone and during face-to-face meetings with students.

**Supervisory Responsibility**

This position has no supervisory responsibilities.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinet and fax machines.

**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.

While performing the duties of this job, the employee is regularly required to sit and reach with hands and arms. The employee is frequently required to stand and walk. Specific vision abilities required by this job include ability to adjust focus.

**Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m. Summer schedule is Monday through Friday, 8:00a.m. To 4:00 p.m.

**Travel**

Travel is required.

**Required Education and Experience**

1. Bachelor's degree required.
2. Previous experience working at a University with retention management software is desirable.
3. Previous experience creating content for workshops designed to promote the educational and personal growth of undergraduate and graduate students.

**Preferred Education and Experience**

1. Master’s degree preferred.
2. 2-3 years of previous experience working at a University with MapWorks, NSSE, and/or other retention management software is preferred.
3. 2-3 years of previous experience working with disadvantaged populations.

**Additional Eligibility Qualifications**

None required for this position.

**Work Authorization/Security Clearance**

This position is designated as security-sensitive. Before an offer of employment is made, a pre-employment background investigation will be completed, which may include a criminal background check, education, DMV and prior employment.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**To apply:** PREFERRED: Information accepted as e-mailed in Word or PDF format to [rdemployment@wvstateu.edu](mailto:rdemployment@wvstateu.edu).  Qualified candidates may submit a cover letter, résumé, unofficial transcript and three professional references (name, title, address, phone number, and e-mail address). Closing date is November 23, 2018

ATTN: Search Committee for Retention Specialist

West Virginia State University Research and Development Corporation

PO Box 1000, 204 ACEOP

Institute, WV 25112.

**AAP/EEO Statement**

**WV State University Research and Development Corporation is an Equal Opportunity/Affirmative Action Employer and does not discriminate against any person because of race, sex, age, color, religion, national origin or disabilities.**