

1. GENERAL POSITION INFORMATION	
Position Name	Student Support Specialist
Classification	Exempt
FTE	1.0; Full-Time; Benefited
Work Hours	Monday-Friday, 8 a.m. to 4:30 p.m. – occasional evening or weekend hours may be required
Department/Division	Student Services
Supervisor	Director of Student Services, Online Students

2. POSITION SUMMARY
Provide 3 to 5 descriptive statements to summarize the overall purpose of the position.
The student support specialist implements student retention, support and advising programs under the direction of the director of student services for online students and in partnership with the academic leadership in the college of graduate studies. The student support specialist advises graduate students with a focus on student success, retention and timely progress toward program completion. The student support specialist explains degree requirements, university policies and procedures, and resources available to support student success. This position also tracks student’s academic progress and guides students in the ongoing refinement of their individual plan of study. The successful candidate will apply detailed knowledge of university academic programs, policies and procedures; independent judgement and problem-solving skills; and strong communication, technical and organizational skills.

3. KEY RESPONSIBILITIES	
List key position responsibilities/duties by category and estimate the percentage of time spent on each responsibility. The total percentage of duties must equal 100%.	
Key Responsibilities/Duties	% of Duties
Student Advising and Coaching <ul style="list-style-type: none"> Strong Start Advising: Assist with onboarding and orientation for new students, including account access, IT requests, university policies and requirements, student life, housing/moving, VISAs, etc. Academic Advising: Assist students with registration and verify students are completing required tasks associated with continuous enrollment; answer curricular questions based on information in the academic catalog and established “pathways” created by the academic programs; create individual program completion plans with students in online programs; refer students to faculty advisors or program directors for specific career and program planning advising. Success Coaching: Support students with academic and personal skills, including time-management, test-taking, studying, etc., and connect students with available resources. Leave Advising: Manage leave inquiries, track students on leave, and support students returning from leave. 	50%
Student Retention	30%

<ul style="list-style-type: none"> • Coordinate and execute ongoing student retention reporting and outreach efforts. • With the direction of the director of student services for online students, plan and implement new interventions to support student retention and persistence. • In partnership with the academic programs and the director of student services for online students, develop new strategies to identify students who may need additional support to succeed academically. 	
<p>Student Inquiries and Support</p> <ul style="list-style-type: none"> • Answer questions about services and support available to students. • Provide direct assistance to students to access available services, navigate UWS policies and procedures, and find answers to questions. • Lead efforts to promote and maintain a welcoming, inclusive, accessible, and supportive environment. 	10%
<p>Continuous Improvement and Special Projects</p> <ul style="list-style-type: none"> • Promote and demonstrate a commitment to a culture of continuous improvement. • Assist in the review and updates of departmental policies, procedures and documents. • Stay current on national trends and best practices in student services and student advising. • Attend trainings, meetings and conferences as directed. • Serve on campus committees as assigned. • Maintain accurate records related to program data collection. • Perform other duties as assigned. 	10%

4. UWS CORE VALUES AND ASSOCIATED COMPETENCIES	
<p>The following Core Values are integral to working at UWS. All employees, regardless of their position within the university, are expected uphold the Core Values and demonstrate associated competencies.</p>	
<p>Best Practices</p>	<p>We maintain high standards by using and integrating evidence across multiple disciplines. To accomplish this, We:</p> <ul style="list-style-type: none"> • Seek out and use relevant data to inform our decision-making. • Incorporate peer-reviewed research and professional experiences into academic discourse and patient care. • Promote student learning through excellence in instruction and assessment.
<p>Curiosity</p>	<p>We are innovative, open minded, and forward thinking. To accomplish this, We:</p> <ul style="list-style-type: none"> • Approach our work with curiosity, inquisitiveness and willingness to think outside the box. • Value and consider new ideas and ask, "What if...?" • Remain open to change in order to advance and improve.
<p>Inclusiveness</p>	<p>We are respectful, mindful, and welcoming of different ways of being, thinking, and doing. To accomplish this, We:</p>

	<ul style="list-style-type: none"> Actively listen to diverse perspectives and value different viewpoints and experiences. Promote the equity of ideas, resources, power, and identity for all. Gather information and input from diverse groups to develop a common vision, improve policies and practices, and advance institutional goals.
Professionalism	<p>We are responsible, respectful, and accountable. To accomplish this, We:</p> <ul style="list-style-type: none"> Demonstrate civility in all our interactions, especially when there are disagreements or differing opinions. Take ownership of our speech, conduct, demeanor, and deliverables. Adhere to established policies, procedures, agreements, and deadlines. Act as thoughtful stewards of the university and its resources.
Student-Focus	<p>We work for the common good of students' academic and professional success. To accomplish this, We:</p> <ul style="list-style-type: none"> Incorporate student feedback to improve academics and university services. When making university decisions, we ask: What effect will that have on students? Seek to understand the students' experience through their eyes.
Whole-Person Health	<p>We promote physical, mental and emotional wellness in all facets of the UWS experience. To accomplish this, We:</p> <ul style="list-style-type: none"> Intentionally cultivate environments that support work-life balance. Consider personal and community wellness in decision-making. Maintain rigorous academic standards while supporting the health and well-being of our students. Include a range of health modalities in the classroom and clinic.

5. POSITION QUALIFICATIONS		
	Required	Preferred
Education & Training	Bachelor's degree or equivalent experience	
Certifications & Licenses		
Experience	Two years of experience in an advising or student support role in a higher education setting	Three or more years of experience in an advising or student support role in a higher education setting
Related Knowledge, Skills, & Abilities	<ul style="list-style-type: none"> Working knowledge of current laws and best practices related to FERPA, ADA, and other applicable regulations 	<ul style="list-style-type: none"> Experience with student information systems or other enterprise systems

	<ul style="list-style-type: none"> • Proficiency in MS Office • Intermediate skill level with database management and report preparation and analysis • Exemplary written and oral communication skills 	
Other Qualifications	<ul style="list-style-type: none"> • Demonstrated ability to build strong student relationships with a diverse student population • Demonstrated high level discretion and sound judgement with confidential information • Demonstrated understanding of the role of student advising in enhancing student learning and development • Demonstrated problem-solving skills and ability to adapt to new conditions and assignments. • Demonstrated ability to manage competing demands, set priorities and provide timely responses to urgent issues • Demonstrated ability to contribute to a high-performing team and exercise a high degree of professionalism 	

APPLICATION, SCREENING AND HIRING PROCESS:

Screening of applicants will begin immediately, and the position will remain open until filled. Please submit a cover letter, a resume and the names and contact information of three professional references.

University of Western States conducts background checks for the finalist or finalists of staff and faculty positions. The type of background check will vary by position type.

University of Western States is an equal opportunity employer.

To apply, visit our website at: <https://www.uws.edu/about/employment/>.

Click on the large orange button and follow the prompts.

You may attach your materials as Word or PDF documents.