



Classification Description

Job Title: Senior Coordinator, Retention and Student Success, School of Education

Pay Grade: 113

Job Code: 4758

FLSA Status: Exempt

Job Purpose

This is responsible, professional work coordinating all School of Education student orientations, mentoring, career exploration, recruiting, advising, and other activities related to student success and retention. The Senior Coordinator, Retention and Student Success serves the Early Childhood Education program, the Elementary Education program, non-degree seeking students, alternative certification students, and lower division students within FSW's School of Education.

General Responsibilities

Essential Functions

Conducts information sessions for students interested in School of Education (SOE) programs.

Advertises, recruits, reviews, and approves scholarship applications for the General Knowledge Test preparation course offered by the School of Education at least twice per year.

Develops and implements a comprehensive recruiting plan for the Early Childhood and Elementary Education programs aligned with program goals for diversity and enrollment.

Serves as main point of contact for all students applying for admission to School of Education programs.

Provides advising services on an appointment basis to all School of Education students.

Manages all aspects of Individual Remediation Plans. Provides reports on student performance for IRP students. Appropriately escalates student success issues, as needed.

Coordinates intake orientations, assessment, mentoring, career exploration, recruiting, and other activities to encourage student retention.

Supports Alternative Certification students as they register for and complete state required coursework.

Implements new programs, processes, and procedures designed to improve opportunities for student success and growth.

SENIOR COORDINATOR, RETENTION AND STUDENT SUCCESS, SCHOOL OF EDUCATION

Works closely with faculty, coordinators, and staff to develop evidence-based interventions, including remediation plans, research on admissions criteria, and providing assessment data as needed to improve student retention and success.

Provides group and individual tutoring services to students in support of state certification exams.

Coordinates and staffs events College-wide requiring participation by the School of Education (e.g., Buc Bash, Open House, Transfer Fairs, and large group advising sessions).

Oversees faculty compliance with attendance verification and grade submission deadlines.

Prepares related ad hoc reports, as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in Education or a related field.

Two (2) years of professional full-time work experience working with recruitment, admissions, advising, or any other education related functions associated with furthering students' education in a K-12 or College setting.

Ability to independently travel within the College's five-county service district.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.

SENIOR COORDINATOR, RETENTION AND STUDENT SUCCESS, SCHOOL OF EDUCATION

- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action, and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicate and collaborate with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills necessary.

Approved: August 8, 2025.