



Position: Full-Time, Student Success Specialist

Description: The Student Success Specialist is responsible for facilitating, implementing, and assessing a comprehensive retention strategy for the college under the direction of the Director of Student Services. This individual provides management and coordination of programs that facilitate first year students' transition and success, using data-based decision making to increase student satisfaction, retention, and graduation rates. This position also recruits, trains, and supervises the peer mentors in the Criswell College Communities and First Year Seminars. In addition, this individual will oversee the Graduate Student Experience.

Supervision: The Student Success Specialist will be accountable to and supervised by the Director of Student Services.

Start Date: January 3, 2022

Responsibilities:

1. Actively participates in the strategic planning and assessment for all First Year Student Services.
2. Facilitates first year student programming during Welcome Week and the academic year.
Responsible for designing, developing, and evaluating specific activities for First Year Students.
Works with other campus departments in relation to First Year Student needs and programming.
3. Recruits, selects, trains, supervises, and evaluates the Peer Mentors, who assist first year students in their transition throughout the academic year.
4. Plan and facilitate the First-Year engagement opportunities.
5. Collaborate with the Student Life Specialist, Housing Coordinator, and the Director of Student Services to provide a holistic approach to student transition and college success.
6. Responsible for collaborating with key campus partners to provide a welcoming, inclusive, and engaging environment that fosters success for incoming students and their onboarding experience to the College.
7. Oversee and direct Sophomore Summit.
8. Oversee semesterly New Student Round Tables
9. Develop a learning outcome evaluation process
10. Coordinate evaluations of new students to identify potential at-risk students
11. Manage alert system for at-risk students.
 - Coordinate efforts of various departments to identify at-risk students.
 - Implement procedures for assisting at-risk students so that they can progress towards graduation.
 - Maintain records related to at-risk student interventions.
12. Manage communication of academic resources to new students.
13. Oversee and manage the tutoring center.
14. Assist the Director of Student Services with students needing special accommodations.
15. Provide general assistance to the Student Services Office as necessary.
16. Provide oversight to the Student Success budget.

Qualifications:

- Bachelor's degree
- 3 years of higher education experience
- Experience with college retention efforts
- Knowledge and application of student development theory

- Ability to multitask with shifting priorities, grace under pressure, ability to use various resources to problem solve
- Must possess exceptional time management skills
- Demonstrate strong organizational skills and the ability to manage multiple projects of different scales
- Customer Service/Support experience
- Proven ability to work both independently and in group settings
- Ability to use good judgment in working with faculty, staff, and students
- Strong interpersonal/communication skills
- Ability to maintain highest standards of confidentiality and display professional ethical conduct
- Proficiency in Microsoft Office Suite

Contact:

Interested parties should submit a resume and cover letter to:

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