Student Success Specialist 
(2 Positions)

Western Oregon University (WOU) is seeking two full-time, 12-month, annually renewable positions in the Academic Advising and Learning Center (AALC). Academic Advising and Learning Center coordinates academic advising, student success, and tutoring at WOU and serves as a resource to students and teaching faculty.

QUALIFICATIONS:
- Bachelor’s degree
- One year of experience working in a professional capacity in higher education. A one-year internship may be substituted for the one year of experience.
- Expertise with information technology, including Microsoft Office and other web applications, including the ability to manage an early alert software retention system, and demonstrated quantitative skills to be able to create accurate data summaries and reports.
- Candidates must have the ability to work and communicate effectively with students, staff, and faculty from diverse backgrounds using a variety of modes including oral, written, and electronic.
- Demonstrated general knowledge of academic advising standards and practices, developmental advising, and Liberal Arts
- Excellent written and verbal communication skills
- A valid driver’s license is required.

Preferred qualifications:
- A master’s degree in Counseling, Mental Health, Education, or Social Work
- Experience utilizing Grades First early alert/student success software or similar systems; knowledge of best practices in serving and supporting students leading to increased retention and graduation rates.
- Skilled in effective listening and effective written and oral communication
- Bilingual in Spanish/English
- Knowledge of Western Oregon University policies and procedures

DUTIES AND RESPONSIBILITIES:
- Identify students academically at risk utilizing Grades First Retention System;
- Advise students with academic risk, those referred to the Student Success Specialist by faculty and staff, the most at-risk conditionally admitted students during their first year at Western, and those placed on academic warning, academic probation/suspension
- Advise current and prospective students either by appointment or drop-in, concerning degree requirements and application procedures.
- Serve as a resource to faculty and staff on best retention and student success practices which includes making presentations, developing written materials, and a web page.
- Assist in the assessment of WCS data and other student information system information
- Co-author quarterly and/or annual departmental and institutional reports for executive staff
- Assist supervisor to work with student service departments to develop programs and interventions to support at-risk populations
- Conduct general advising sessions; support various programs such as Preview Days, SOAR, TSOAR, and other recruitment activities
- Teach Academic Success and other AALC classes

Special working conditions:
Regular office hours (8am – 5pm). Some weekend and evening hours will be required. Travel to attend conferences and workshops to increase knowledge and skill set will be necessary.
TO APPLY SUBMIT THE FOLLOWING:
- WOU Employment Application Form (www.wou.edu/prostaffapp)
- Cover letter
- Resume
- Contact information for three references
- Unofficial copy of transcripts for highest degree earned

Submit to: S1604, Student Success Specialist, Human Resources Office, Western Oregon University, 345 N. Monmouth Ave., Monmouth, OR 97361; OR you may e-mail as an attached document to employment@wou.edu; OR fax documents to 503-838-8144.

Western Oregon University is an equal opportunity employer committed to increasing the diversity of its workforce.