

# BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: SUPERVISOR, RETENTION SPECIALIST**

**U171.100**

**BASIC FUNCTION:** Under the direction of the Dean of Student Services, the Supervisor, Retention Specialist develops, implements and evaluates activities designed to increase student retention, persistence and completion. Provides guidance and support for Butte College students who need assistance staying on track for degree completion. Enhances student success by offering a variety of programs and services that include personal coaching, on-going support and follow-up; developmental workshops, degree progress consultations and referrals to other on-and off-campus resources. This position also coordinates interventions for the Early Alert System and provides oversight and guidance for students on academic probation and/or dismissal. The Retention Specialist also focuses on students who are not making satisfactory academic progress for financial aid. Provides direct supervision to assigned departmental staff. Hires, trains and provides direction to hourly and student employees.

**REPRESENTATIVE DUTIES:** *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.)*

- \*1. Provides coordination and management of retention efforts within assigned area.
- \*2. Structures, conducts and analyzes students' needs assessments based on early alert referral and/or counseling notification.
- \*3. Consults with District staff and departments regarding student needs in order to develop and provide early and appropriate interventions, solutions, guidance and follow-up to improve student retention, persistence and completion. Works collaboratively with District programs and departments.
- \*4. Based on assignment, develops, coordinates and maintains the College's Early Alert Program.
- \*5. Manages student caseloads based on need, actively monitoring class attendance and academic performance.
- \*6. Provides individual coaching to help foster student success and academic development.
- \*7. Maintains documentation of all student interactions; generating regular performance reports summarizing student progress. Updates the college's Student Information System (SIS) and other related databases as necessary, ensures accurate reporting of MIS data related to students served and provides data for reports related to the Student Success and Support Program and the Student Equity Plan as requested.
- \*8. Plans and executes intervention strategies for students who receive academic alerts in collaboration with academic units. Tracks student involvement in support resources on campus including academic counseling and development of Student Educational Plan (SEP).
- \*9. Provides clarification and support to students regarding specific action plans related to their level of probation and/or dismissal.
- \*10. Coordinates, schedules, documents and supervises activities to include, but not limited to, out-reach functions, seminars, workshops and field trips.
- \*11. Conducts workshops and presentations for students and/or organizations to include, but not limited to, goal setting, time management, study skills, communication skills and value clarification.
- \*12. Collaborates with Financial Aid on workshops pertaining to financial literacy.
- \*13. Provides the supervision, training and evaluation of assigned staff which may include but not be limited to, instructing, planning and assigning work, maintaining standards, coordinating activities, acting on employee problems, participating in new employee selection, recommending employee discipline and reviewing and evaluating the work of assigned staff for completeness and accuracy offering advice and assistance as needed.
- \*14. Utilizes all District services, community agencies, special programs and interest groups affecting services offered to students for purposes of student retention and degree completion.
- \*15. Performs advanced-level document production to prepare a wide variety of materials which include, but not limited to, correspondence, reports, surveys, forms, charts, spreadsheets and databases.
- \*16. Monitors the effectiveness of the area of responsibility by conducting surveys for the evaluation of services provided. Develops action plans to correct any issues and manages the implementation of these plans.
17. Keeps informed of present and pending laws, rules, regulations and interpretations on the variety of areas affecting student success and retention.
18. Assists in the development of Student Learning Outcomes; addresses outcomes which pertain to areas of responsibilities.
19. Serves on a variety of District committees as requested.
20. May perform other duties as assigned within the scope of the position.

**MINIMUM QUALIFICATIONS:**

- **EDUCATION AND EXPERIENCE:**
  - Bachelor's Degree in management, social or behavioral science, counseling, school counseling or a related field; **AND**
  - Two (2) years of increasingly responsible experience directly related to the responsibilities of this classification.
- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**
  - Hold and maintain a valid driver's license throughout duration of employment with the District.
  - Some travel may be required.

**DESIRED QUALIFICATIONS:**

- Two (2) years of experience working at a community college.
- Experience working with social services agencies and collaborating with educational partners.
- Experience assisting students in accessing academic and non-academic resources
- Experience working with students from underrepresented groups.

**KNOWLEDGE, SKILLS AND ABILITIES: (May be acquired through education, training and/or experience.)**

**Knowledge of:** District policies and procedures; laws and ordinances pertaining to the specific responsibilities of the position; managerial concepts and principles; available student support programs and services; community resources available to students; modern office management methods and technology; administrative services that support the delivery of higher education including but not limited to enrollment, financial aid, student and veteran services; individual interview and case management techniques and practices; training models, principles, theories, methods and techniques for successfully providing services to student; statistics and research methodologies; principles, objectives and practices related to public education operations, programs and services; concepts surrounding STEM (sciences, technology, engineering and mathematics) and its importance; data collection and reporting; analysis and evaluation of services, projects and day-to-day operational needs; the use of social media; and budget preparation and administration.

**Ability to:** apply District and departmental policies, procedures and rules and regulations; ensure compliance with all laws, regulations and policies through effective supervision and leadership; independently perform a variety of administrative duties; comply with stringent confidentiality requirements; conduct effective trainings, workshops and conferences; work effectively with the community, state and local agencies; read and write at a level appropriate for this position; comprehend and stay current with laws, regulations and guidelines for assigned area; accurately assess the educational support needs of students; communicate professionally in confrontational situations; exercise tact and diplomacy in dealing with sensitive and complex issues and situations; utilize keyboarding skills commensurate with the required functions for this position; accurately gather and compile information; compose reports; analyze correspondence; analyze administrative problems and prepare comprehensive, clear and concise reports and recommendations; make sound, educated decisions; work independently and in a team; effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets; use a variety of software and hardware; establish and maintain cooperative working relationships with those contacted in the course of work; work with diverse populations; make required mathematical calculations rapidly and accurately and maintain records accurately and with confidentiality as required.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides direct supervision to assigned departmental staff. Hires, trains and provides direction to hourly and student employees.

**PHYSICAL EFFORT:**

*The conditions herein 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 job functions.*

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to sit for prolonged periods of time; to occasionally stand, walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Hearing:** Hear in the normal audio range with or without correction. Speech Recognition — The ability to identify and understand the speech of another person.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; operate assigned equipment and to observe and assess the demeanor of others.

**CONTACTS:**

Faculty, staff, administrators, students and the general public.

**WORKING CONDITIONS:**

Work is performed primarily in a standard office setting. While performing the duties of this job, the employee is rarely exposed to outside weather conditions; however, possible exposure to hazards and physical risks to personal safety may occur while operating certain equipment. The noise level in the work environment is usually mild.

**NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS**

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.