

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2024**

**RETENTION SPECIALIST**

**FLSA STATUS: NON-EXEMPT - PAY GRADE: 12 – C**

**JOB FAMILY: STUDENT SERVICES**

**JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Retention Specialist assists with recruitment and retention of underserved and non-traditional students in program area supported. This position provides guidance and support to students before, during, and after completion of the program including assistance with intake and registration processes, orientation, recruitment, enrollment development, referrals to campus services, and other support services as needed. This position works cooperatively with faculty, program staff, student services staff, and community agencies to identify issues that affect student retention and resources to support student success. This position supports program accreditation, student support services, and other activities that enhance institutional effectiveness and promotes student success

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES** *(Depending upon assignment)*

Prepares and updates tracking system/reports for program class schedules, enrollment, attendance, contact hours, financial aid, funding certifications, student contact interactions, services provided, required reporting, and/or auditing purposes.

Responds and outreaches to students through a variety of communication methods, including in-person appointments, walk-ins, telephone, email/chat contacts, and other virtual communication modalities. Provides general information on student success topics; relevant available programs, program admissions and graduation requirements; program costs and financial aid implications; and/or referral follow-ups to ensure academic objectives are met.

Assists the student with review of their academic advisement report; registers students into program; resolves scheduling issues; advises on progress towards program/major/degree requirements; and assists with development of goals, objectives, and strategies for program completion.

Addresses student concerns with registration, financial aid, and retention. Provides direction to students to appropriate program person for enrollment and registration questions.

Establishes cooperative relationships with program faculty and staff and student services staff in order to identify students who need assistance.

Collaborates with Program Managers, community leaders, and business owners to develop and maintain student employability and community engagement. Provides information for advisory board meetings.

Assists with advertisement, development of program informational packets, hosting/participating in career fairs, and making community connections to promote programs.

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Coordinates professional development activities for faculty and staff; ensures budget funds availability; processes registration documents; and/or creates annual travel request spreadsheet.

Facilitates activities supporting program area such as bootcamps, field trip tours, and/or orientation sessions. Coordinates between faculty and volunteers on activities and assignments.

Develops and implements strategies for providing enhanced referral resources to overcome obstacles; program-specific advising and support services; increase student registration and completion; and alleviate barriers hindering program completion.

Utilizes a student-centered approach to student issues and communications that contributes to learning and developing good conduct behaviors in the college environment.

Performs other related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the immediate supervisor.

### **SUPERVISION EXERCISED**

None.

### **MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency supplemented by two (2) years of related experience.

### **PREFERRED QUALIFICATIONS:**

Bachelor's degree and two (2) years of related experience in College advising, student services, and/or teaching.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

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**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective:** 9/07

**Revised:** 8/13/24