JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Student Success Administrator

Job Code: 6503

Salary Grade: S11

FLSA Status: Exempt

Job Family: Organizational Administration

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Responsible for admissions, monitoring academic progress, retention coaching, financial aid and scholarships, military support services, career services, writing support services, and experiential learning services (internships/practica, PLA, service-learning, testing center).

- Provides leadership, oversight, and management for developing programs and services which support the recruitment, enrollment, retention, and graduation of students.
- Advises, consults, and makes recommendations on issues related to eliminating barriers to student success.
- Oversees retention and academic progress services for college degree programs and new student success initiatives including implementation of technologies needed to support retention, progression monitoring, and collaborative programming among academic units.
- Coordinates and leads cross-functional initiatives to improve retention and graduation rates through improved research, service, and special interventions.
- Creates and maintains student/participant policies and procedures with an understanding of best practices for non-traditional learners.
- Assists with facilitating seamless integration of the student experience from the point of admission through transfer assessment and registration, course enrollment, course/degree completion, and career placement.
- Implements strategies for evaluating the effectiveness of all services, initiatives, programs, and areas within the student success arena.
- Manages staff performance, including both supportive and constructive feedback, and provides corrective action.
- Meets with all student success staff regularly to answer questions, provide feedback, training, coaching, guiding, and mentoring.
- Oversees service area budgets and management of expenditures.
- Works with institutional data, to include but not limited to enrollment, course, and student success information, to support strategic initiatives of the campus.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Required: Master's degree.

Equivalency/Substitution: Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree.

Experience:

Required: 36 months experience in management/supervisory and student support services.

Required Certifications or Licenses:

· None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to communicate verbally and in writing
- Ability to build rapport with students, faculty and staff
- Detail oriented for accuracy of data and information
- Proficient in Microsoft Office
- Highly organized and ability to handle multiple projects and deadlines
- Ability to supervise staff and communicate directions and expectations effectively
- Strong initiative to solve problems
- Ability to produce reports and complete work within deadlines
- Ability to seamlessly align policies and practices with the organization's strategy, anticipate long- and short-term consequences, assess the impact of strategies/decisions after implementation and engender consensus around goals and strategies among relevant

stakeholders

Working Conditions

Physical:
Ability to engage in repetitive motions. Sit for prolonged periods. Communicate effectively and listen.

Environmental:
Standard Office Environment.

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