

**Sul Ross State University
Position Description**

Official Title: Retention Specialist/Advisor **Job Code:** 3714

Salary Group: RU2

Summary

Function: Advise prospective, new, and returning students. The Retention Specialist/ Advisor will assist academic departments with academic planning, advisement interpretation, and implementation of university policies and procedures in the areas of student enrollment. Provides information to and advises both enrolled and prospective students regarding the academic programs offered by the University or a specific department, including requirements for admission and retention through graduation. The Retention Specialist/ Advisor will have a specific Key Population specialty assigned to him/her and will be responsible for all coordinated knowledge of the aforementioned features of said population. This position requires a highly focused attention to detail, and is information sensitive.

Scope: Student academic advising; working with the project state academic administration, and advising staff to complete related goals and objectives proposed in Title V PSE grant application.

Duties

Essential: Duties and responsibilities include but are not limited to: Advises prospective and current students about academic degree requirements and selection of courses. Maintains students' files (Banner and associated tools). Facilitates updates and changes as necessary. Actively assists with outreach events and orientation sessions. Audits student records for curriculum, major/minor, and graduation requirements. Refers students with academic discrepancies to proper officials for further action. Coordinates communications to students regarding course scheduling, core, major/ minor requirements. Assists with registration of new and returning students. Maintains monthly appointments with all Key Population administration. Works extended hours occasionally. Performs other related duties as assigned.

Non-Essential: Unique to the particular department and other duties as assigned.

Supervision

Received: Reports to the Director

Given: none

Education

Required: Bachelor's Degree; or a combination of education and experience.

Preferred: Degree in STEM field, Business, liberal arts, or education.

Experience

Required: Familiarity with higher education processes.

Preferred: One year academic guidance/academic advising experience.

Equipment/Skills

Required: An exceptional attention to detail. Ability to effectively utilize computer application programs and ability to learn new software; Experience in working with diverse populations/ college students/ faculty. Professional dress. Excellent oral and written communication skills. Well-spoken and sensitive to the boundaries of the job description.

Preferred: Bilingual (English/ Spanish).

Working Conditions

Usual: Office Conditions; exempt from overtime provisions. Position is Security Sensitive.

Unusual: A willingness to work evenings and weekends as needed.

Any qualifications to be considered as equivalents, in lieu of stated minimums, require the prior approval of the Human Resources Director.

Date revised: October 2021