Job Description

Job Title: Professional Advisor/Retention Specialist  
FLSA Status: Exempt  
Grade: 6  
Department: Academic and Student Affairs  
Reports to: Assistant Dean of Recruitment and Retention

Job Summary

The Professional Advisor/Retention Specialist position is responsible for advising students, participating in student retention programs, and assisting in the coordination and implementation of new student orientation. A Professional Advisor/Retention Specialist advises students concerning their academic plans and progress, academic schedule, choice of major, transfer plans, and other academic activities and career goals, to assist the student in making decisions concerning personal educational goals leading to graduation. In addition, the Professional Advisor/Retention Specialist will become involved in designing and implementing collaborative strategic efforts in order to help retain current enrollments of both the traditional and non-traditional working adult student populations. This includes, but is not limited to, following up individually with those which are at risk, first generation, and returning adult students. Activities will include individual meetings, workshops, collaborating with academic units, and appropriate student support service areas. The Professional Advisor/Retention Specialist needs to have an upbeat and positive personality as they serve as the face of a growing, diverse incoming student population. Additionally, this position is tasked with oversight of faculty advising training, ongoing support to faculty advisors, and onboarding assistance for new faculty advisors.

Essential Duties and Responsibilities

- Share information with students concerning transfer procedures, degree and certificate requirements, registration and test procedures; refer students to various campus student services and offices for specialized assistance.
- Provide essential support and advising for prospective, current, and returning students.
- Assist students in preparing their education plans, registering, transferring and career exploration.
- Participate in the development and implementation of an early alert system, plus, coordinate other student retention activities.
- Participate in the CARE team and other committees as assigned.
- Create and maintain a variety of electronic databases to track records for retention purposes needed in the development of college reports.
- Fully utilize Colleague, CRM, and Self-Service modules related to area of responsibility.
- Assist with planning and implementation of new student orientation programs.
- Work to develop and implement the faculty advisor online training program and provide ongoing support to faculty advisors.
- Serve as facilitatory for the new student group advising sessions and probation workshops.
- Participate in various special events, both on and off campus, including career and college nights at area schools; represent and promote Gillette College respond to questions and inquiries.
• Attend and participate in professional group meetings; stay abreast of changes in college transfer and graduation requirements.

Knowledge, Skills, and Abilities Required by the Position

• Working knowledge of Family Educational Rights and Privacy Act (FERPA).
• College matriculation and eligibility policies and procedures.
• Conduct student interviews, recognize student needs, and make appropriate referrals.
• Advanced working knowledge of academic advising and retention models.
• Knowledge in computerized testing and assessment procedures.
• Understanding of integrated database systems.
• Excellent human relations, customer service, and organizational skills.
• Demonstrated ability to meet deadlines and manage multiple projects.
• Ability to develop and manage comprehensive programs, workshops, activities, and services.
• Ability to analyze and solve problems using creativity, good judgment, and initiative.
• Sensitivity to and understanding of, the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds, and disabilities of community college students and staff.
• Positive communication skills – interpersonal, oral, and written.
• Ability to get along well with others and work as an effective team member.

Working Conditions/Physical Requirements

• Standard office environment.
• Some travel required.
• Day & evening hours and occasional weekends.
• Some lifting may be required.

Supervisory and Management Responsibility

• None

Minimum Qualifications

• Bachelor’s degree
• Excellent customer service skills
• Ability to multi-task and work in a fast-paced office environment
• Two years of working in college student services is highly desirable

Complete applications will contain a cover letter, resume, application, copies of graduate and undergraduate transcripts (official transcripts need to be supplied at the time of the interview), and contact information for three (3) professional references.

HOW TO APPLY: VISIT WWW.GILLETTECOLLEGE.ORG OR SUBMIT THE REQUIRED DOCUMENTS TO HRTEAM@GILLETTECOLLEGE.ORG
Equal Opportunity and Affirmative Action Employer

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