COORDINATOR OF STUDENT SUCCESS:
FIRST YEAR/TRANSFER EXPERIENCE

Department: Office of Student Success

Reports To: Senior Director of Academic Engagement & Student Success

Position Summary: The Coordinator of Student Success: First Year Experience reports to the Senior Director of Academic Engagement & Student Success and works collaboratively with the Division of Student Engagement. This position aids first-year and transfer students in their transition to North Park University by cultivating an inclusive environment. The Coordinator of Student Success will assist with planning and execution of student cohort programming as well as development of university cross-departmental partnerships.

Responsibilities:

- Implement a holistic advising model that includes setting performance expectations, identifies strengths and development opportunities in collaboration with Student Engagement, Academic Affairs, and Enrollment Services to provide guidance to students regarding academic major, parallel programming, class registration and co-curricular participation.
- Collaborate with cross-departmental team in delivering high-quality programs and services that support undergraduate student transition, belongingness, retention, and student success. Major initiatives include but are not limited to new student and family orientation, first year registration, and first year seminars.
- Training, professional development, and supervision of peer mentors to offer clear, realistic and measurable goals catered to maximize student support.
- Coordination of various First Year Experience cohorts and programming that integrates co-curricular and curricular offerings for first-year and transfer students to foster a sense of belonging and engagement.
- Assessment of first-year student retention and success and effectiveness of First Year Experience orientation and programming.
- Other tasks as assigned by the Senior Director of Academic Engagement & Student Success pertaining to student retention and persistence towards graduation.
Essential Qualifications:
- Bachelor's degree required, Master’s Degree in higher education or related field.
- Ability to work effectively in a diverse and team-oriented work environment.
- Competency in working with diversity along multiple dimensions: first-generation college students, race, ethnicity, immigration status, gender, sexuality, and ability status.
- Excellent written and verbal communication skills, including the ability to reach multiple audiences, i.e. administrators, faculty, staff, students and parents.
- Strong problem solving, time, and project management skills.
- Ability to prioritize projects and tasks and assess and deploy resources.
- Prior experience advising undergraduate students.
- Experience with assessment and best practices in student development/student affairs.
- Previous experience with orientation programs for student development.
- Appreciation for, personal commitment to, and ability to effectively articulate North Park’s mission to Christian higher education.

Application Deadline: March 25, 2022

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.

North Park University is a Christian university located in the city of Chicago and has been designated by the U.S. Department of Education as a Hispanic-Serving Institution and MinorityServing Institution. North Park uses its core identity as a Christian, Intercultural and CityCentered campus to expand opportunities that support student recruitment, retention, and degree completion. North Park University is committed to equal opportunities for employment and advancement for all individuals, regardless of age, gender identity, sex, race, religion, color, disability, veteran status, national origin, or any other legally protected category.