



# COORDINATOR OF STUDENT SUCCESS: ACADEMIC ENGAGEMENT SERVICES

Department: Office of Academic Engagement & Student Success

Reports To: Senior Director of Academic Engagement & Student Success

Position Summary: This role will provide a data-informed culture of academic support services and leadership across disciplines in collaboration with key stakeholders to impact academic engagement and degree persistence. The position works interdepartmentally to deliver academic support services for diverse learners and strategies for engaging students for academic success.

Responsibilities:

- Supervise, train, and support students who serve in academic support service positions. Evaluate individual student staff performance and academic support services outcomes.
- Provide holistic support services to students based on assigned cohorts.
- Collaborate with faculty and staff across campus to refer and engage students to academic support services through the early alert system.
- Ability to identify potential gaps in services, and to implement changes to improve the performance and quality of academic support services
- Oversee an online platform to deliver virtual academic support services
- Serve as a liaison to maintain an online tool kit of academic support resources for students and faculty
- Continues assessment and evaluation of undergraduate academic support services for the university using key performance measures.
- Assist with academic onboarding of new students including advising and orientation. Ongoing advising and support of continuing students.

Essential Qualifications:

- Bachelor's degree required, Master's Degree in higher education or related field preferred.

- Demonstrated commitment to the principles of diversity, equity, inclusion, and student development
- 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 coordinating academic support services and advising undergraduate students.
- Experience with assessment and best practices in student development/student affairs.
- Familiarity with high-impact academic support services and advising models.
- Prior experience with conducting on-boarding / managing student staff facilitating academic support services
- Appreciation for, personal commitment to, and ability to effectively articulate North Park's mission to Christian higher education.

Diversity Statement:

Founded in 1891, North Park University is a Christian university affiliated with the Evangelical Covenant Church of over 3,200 students from around the country and world. Located for over 125 years on the land of the Miami and Potawatomi tribes in what is today Chicago's northside, NPU has recently been designated a Hispanic Serving Institution and is committed to serving diverse populations. Elevating North Park University's core distinctives of Christian, citycentered, and intercultural, NPU values diversity among its faculty and is committed to building a racially and culturally diverse intellectual community, and strongly encourages the nomination and candidacies of persons who are Black, Indigenous, People of Color regardless of gender.

**Application Deadline: September 15, 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.*