

# FERRIS STATE UNIVERSITY

## HUMAN RESOURCES

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| <b>Position Title:</b>       | Coordinator of Student Success Initiatives   |
| <b>Location:</b>             | Big Rapids (Main Campus)   |
| <b>Department:</b>           | 43000 - RSS Deans Office   |
| <b>Advertised Salary:</b>    | Salary commensurate with education, experiences, and other requirements. Comprehensive benefit package (health care, vacation, etc.)   |
| <b>FLSA:</b>                 | Exempt   |
| <b>Temporary/Continuing:</b> | Temporary  |
| <b>Part-Time/Full-Time:</b>  | Full-Time  |
| <b>Union Group:</b>          | N/A  |
| <b>Term of Position:</b>     | 12 Month   |
| <b>At Will/Just Cause:</b>   | At Will  |
| <b>Summary of Position:</b>  | <p>The Coordinator of Student Success Initiatives provides operational and technical support, training and development, and management of continuous improvement in support of university enrollment, persistence, and graduation priorities with specific emphasis on advancing institutional equity initiatives as part of the Ferris Equity Initiatives (FEI) and Navigate project. This position provides university-wide expertise for the maintenance, user engagement and ongoing enhancement of the Student Success Management System (SSMS) as well as management of data reporting/analytics addressing the challenges and priorities in student success and academic advising. The role is comprehensive and responsible for advanced phases of implementation, system maintenance and upgrades, and development of ongoing training and professional development sessions for new and existing faculty and staff. The coordinator is responsible for staying abreast of SSMS platform updates, enhancements, and functionality while relaying feedback from campus users to inform further product</p> |

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|   | <p>development, troubleshooting and continuous evolution of equity initiatives.</p> <p>The anticipated start date for this position is February of 2023. However, this is an estimated date and can be revised if needed.</p>  |
| <b>Position Type:</b>                                     | Staff  |
| <b>Required Education:</b>                                | Bachelor's degree in related field from an accredited institution  |
| <b>Required Work Experience:</b>                          | Three years of work experience in one or more of the following areas: student services, student affairs, counseling, social work, project management, training and development, faculty development, advising, or equivalent (two years part-time is equivalent to one year full-time)   |
| <b>Required Licenses and Certifications:</b>              |  |
| <b>Physical Demands:</b>                                  | <ul style="list-style-type: none"> <li>• Office Environment</li> <li>• Bending</li> <li>• Carrying</li> <li>• Moving</li> <li>• Reaching</li> <li>• Sitting</li> <li>• Twisting</li> <li>• Balancing</li> <li>• Lifting</li> <li>• Pulling/Pushing</li> <li>• Repetitive Movement</li> <li>• Standing</li> </ul>   |
| <b>Additional Education/Experiences to be Considered:</b> | <p>Master's Degree</p> <p>Strong background in higher education working with student success initiatives</p> <p>Knowledge of trends and issues in college enrollment, persistence and completion</p> <p>Two years of direct experience working with students in a higher education setting</p> <p>Proven ability to organize, deliver, assess and remodel training and development opportunities for diverse audiences and through diverse engagement modalities</p> <p>Understanding of student development, high impact practices, and student success work in a university setting</p> <p>Track record of successful implementation of innovative</p> |

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|  | <p>practices, processes, and programs related to the undergraduate and graduate student experience, including their evaluation and assessment</p> <p>Demonstrated commitment to diversity, equity, inclusion, and culture, including direct experience working with students to provide inclusive and welcoming activities and experiences</p> <p>Experience building strategic and sustainable cross-organizational partnerships</p> <p>Demonstrated ability to work within, and help support change within, a complex, collective bargaining organization</p> <p>Outstanding interpersonal skills with the ability to establish positive and respectful working relationships with students, staff, and faculty</p>   |
| <p><b>Essential Duties/Responsibilities:</b></p> | <p>Leverage the functionality, reporting, research, and success outcomes analysis to advance and expand the campus care network in support of enrollment (new student yield, continuous registration, advising, etc.).</p> <p>Utilize best practice resources and collaborate with other institutions to advance, develop, refine, and recommend strategic student practices and the SSMS.</p> <p>Provide early progress reporting, and support for the development and continuous effectiveness of SSMS case management processes.</p> <p>Collaborate with campus partners on the development and implementation of initiatives that reduce retention and unit completion gaps across student populations (1st Gen, BIPOC, Pell, etc.).</p> <p>Provide support, direction, training, and development to various constituent groups by serving as a content expert.</p> <p>Create and maintain training materials, documentation and all information related to the SSMS.</p> <p>Collaborate with campus partners including Information Technology Services (ITS), Faculty Center for Teaching and Learning, FSUS, Staff Center, Diversity, Inclusion and Strategic Initiatives, Academic Affairs, Student Affairs, Finance and Administrative Services, and University Advancement and Marketing.</p> <p>Assist university leaders to ensure optimal use of the SMSS among faculty, staff and students.</p> <p>Disseminate utilization reports and data by college/advisor/care unit and others as requested.</p> <p>Coordinate platform/product enhancements and associated</p> |

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|   | <p>training and development as necessary.</p> <p>Conduct analysis of SSMS data to identify common trends and issues and offer solution-centered recommendations.</p> <p>Regularly communicate data and analysis, feature enhancements and platform performance limitations to university personnel as part of decision-making processes.</p> <p>Serve as the primary SSMS responsibility center for faculty, staff and student users, i.e., fielding questions, providing resources, maintaining and management enhancement requests, troubleshooting and resolving technical issues, etc.</p> <p>Demonstrates an understanding of diversity, equity and inclusion, especially in working relationships with students, faculty, staff, and community members</p> <p>Any other duties assigned within the position classification area.</p> |
| <b>Marginal Duties/Responsibilities:</b>      |  |
| <b>Skills and Abilities:</b>                  | Demonstrated commitment, experience and understanding for diversity, equity, and inclusion.  |
| <b>Required Documents:</b>                    |  |
| <b>Optional Documents:</b>                    |  |
| <b>Special Instructions to Applicants:</b>    | <p>Unofficial Transcript 1 (REQUIRED): Applicants must attach a copy of unofficial transcript of bachelor's degree in related field from an accredited institution.</p> <p>Transcript must include Institution name, applicant name, date degree attained, degree awarded. Finalist will be required to submit an official transcript.</p>   |
| <b>Initial Application Review Date:</b>       | January 3, 2023  |
| <b>Open Until Position is Filled?:</b>        | Yes  |
| <b>Posting Close Date:</b>                    |  |
| <b>Contact Information and EEO Statement:</b> | For inquiries related to this job posting please contact Ferris State University's Human Resources Department at (231) 591-2150 Monday - Friday between 8 AM to 5 PM EST or you may email us at <a href="mailto:www.fsujobs@ferris.edu">www.fsujobs@ferris.edu</a> .   |

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|  | <p>Ferris State University, an Affirmative Action/Equal Opportunity employer, is committed to enhancing equity, inclusion, and diversity within its community. Ferris offers employment opportunities to qualified candidates seeking careers in a student-focused environment that values opportunity, collaboration, diversity and educational excellence. Learn more about the Ferris Mission and community at <a href="http://ferris.edu">ferris.edu</a>. The University actively seeks applications from women, minorities, individuals with disabilities, veterans, and other underrepresented groups. For more information on the University's Policy on Non-Discrimination, visit: <a href="#">Ferris Non-Discrimination Statement</a>.</p> |
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