

SISSETON WAHPETON COLLEGE
Student Services Department

TITLE: Student Success Navigator
REPORTS TO: Records Specialist
SALARY: DOE
TOUR OF DUTY: Generally, 8:00 a.m. to 4:30 p.m. or 9:00 to 5:00 Monday-Friday, but may require some evenings for special events and meetings.
SUPERVISES: None

SUMMARY: Student Success Navigators play a vital role by serving as a resource and guide who helps students navigate college successfully. Navigators support student success and retention through proactively providing information, support, and advocating for student progress and implementation of early intervention strategies. Navigators work closely with the Vice Presidents, Advisors, Faculty, and Directors to have a solid understanding about all programs, including curricular changes, career paths, and transfer options.

DUTIES AND RESPONSIBILITIES:

General

- Plan and assist with student organizations, activities, and events.
- Assist with graduation.
- Monitor and track student enrollment, retention, and other success benchmarks as needed and assigned.
- Issue tokens for bus fare and reordering of tokens.
- Answer phones and distribute campus mail.
- Assist with implementing the College's recruitment, retention, and completion plan.
- Support the admissions process for new and returning students.
- Interact with faculty, staff, students, and community members to advance the College and promote Dakota values.
- Participate on SWC committees and in faculty/staff meetings.
- Complies with all College, Tribal, and Federal policies, regulations and laws that govern the College.
- Other duties as assigned.

Recruitment

- Support students in the enrollment process.
- Conduct regular outreach to facilitate registration.
- Organize and supervise the SWC Student Ambassadors.
- Assist with updating the website with events and news, including video clips.
- Provide campus tours.
- Assist with organizing the orientation of students and parents.

Retention

- Assist students to develop individual education plans for students including: identifying student's skills, strengths, interests; clarifying educational, career and life goals.

SISSETON WAHPETON COLLEGE
Student Services Department

- Proactively assist students to problem solve issues that may be barriers towards achieving academic goals, persistence, attendance, and completion.
- Provide targeted outreach and hold meetings (including remote/online) with students flagged from the Early Alert program and/or are identified as at-risk for retention.
- Develop materials and conduct workshops, classroom presentations, and coordinate events to increase student success, retention and persistence.
- Orientate students on the catalog and student handbooks.
- Conduct outreach and care calls to connect student to services.
- Supplies information and assist students in receiving counselling for mental health and/or drug and alcohol use.

Career Development

- Provide support to student to identify and develop their career, financial, and educational goals.
- Assist students with identifying and coordinating internships.
- Fosters positive relationships with community leaders, including business owners, non-profit organization representatives, and high school personnel to create opportunities for students to be connected with work and internship experiences.
- Assist students with resume writing.
- Assist students with building electronic portfolios.
- Assist with information tracking of student job placements.

MINIMUM REQUIREMENTS:

- AA degree or equivalent experience.
- **Must be friendly and enjoy working with people.**
- Ability to relate to diverse populations and to maintain composure when faced with difficult situations.
- Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public.
- Ability to read and interpret policies related to academic programs and student requirements for participation in various programs.
- Ability to facilitate small and large group activities.
- Must have proficient computer skills.
- Ability to travel and work evening hours as when needed.

PREFERRED REQUIREMENTS:

- Experience working with students preferred.
- Marketing and sales experience preferred.
- Experience using Jenzabar preferred.