NEW MEXICO HIGHLANDS UNIVERSITY
JOB DESCRIPTION

Position Title: Retention Intervention Coordinator/Academic Advisor  
Salary Grade: 14

Department: Academic Support  
FLSA: Exempt

Reports To: Director of Academic Support  
Job Type: Regular/Full Time

SUMMARY: The incumbent in this position is responsible for working closely with the Director of Academic Support to develop programs and retention initiatives to support academic success. Additionally, will serve as the academic intervention and retention coordinator and academic advisor.

DUTIES AND RESPONSIBILITIES:

• Collaborate closely with the Director of Academic Support in overseeing, supervising, and maintaining all issues related to retention and intervention initiatives.
• Implement and oversee university-wide programs, including Early Alert, Academic Retention, and Academic Advisement.
• Ensures that retention efforts are in place by working closely with faculty, academic departments, athletic department, and administration.
• Provides professional guidance, consultation, representation, and support to University and community constituencies on matters, trends, and issues pertaining to the advisement and/or retention of students of the University.
• Serves as a source of professional expertise for the organization on related academic affairs topics:
• Maintains and disseminates a current knowledge and understanding of relevant developments, trends, policies, and emerging issues within the community and the general higher education environment.
• Deals directly with academic faculty, advisors, and/or University clientele in the management and resolution of complex and/or sensitive day-to-day issues associated with degree matriculation.
• Actively participates in professional workshops, seminars, and associations local, state, regional, and national basis; to include conference presentations.
• Provide academic advisement.
• Attend approved conferences, trainings and workshops.
• May supervise staff in the execution of program/project initiatives.
• Maintain regular attendance;
• Perform other related duties as assigned.

MINIMUM JOB REQUIREMENTS:

• **Education:** Master’s Degree in any field.
• **Experience:** Five (5) years professional working experience in higher education.
  • **Preferred:** Advanced Knowledge of SCT Banner Software; Proven experience in the application of principles and strategic planning and Strategic vision and thinking.

SPECIAL REQUIREMENTS

• Must be willing to work occasional odd hours, weekends and holidays.
• Occasional travel is required.

KNOWLEDGE, SKILLS AND ABILITIES

• Ability to communicate effectively, both orally and in writing.
• Ability to maintain excellent interpersonal relationships.
• Knowledge and skill in using computer systems and software such as Windows, word processing, databases, spreadsheets, e-mail and Internet.
• Knowledge in the principles and methods for training design, knowledge and understanding of student academic advisement, development and retention issues, trends, and programs at both the undergraduate and graduate level;
• Knowledge and understanding of University Catalog and policies and procedures;
• Knowledge in working in a university/college environment;
• knowledge of academic recruitment and advisement policies, procedures, systems, regulations, and standards at the university level;
• knowledge of University forms; on-line data entry to information systems;
• knowledge of ACT Banner forms, Banner Web environment, and ODBC access of Banner tables, Organizational and planning skills.
• Skill and ability to present effectively to small and large groups;
• Ability to work effectively with a wide range of constituencies in a diverse community;
• Ability to provide technical leadership and project management within area of technical expertise; strong leadership skills to a unit, department or program, strong analytical and critical thinking skills and the ability to analyze, summarize, and effectively present data;
• Ability to maintain confidentiality;
• Ability to effectively counsel students with academic difficulties;
• Ability to foster a cooperative work environment; and, create, compose, and edit written materials.

PHYSICAL DEMANDS
• Sitting..................................................................................................................Frequently
• Standing............................................................................................................Occasionally
• Walking...........................................................................................................Occasionally
• Bending...........................................................................................................Occasionally
• Squatting........................................................................................................Occasionally
• Climbing .........................................................................................................Occasionally
• Kneeling .........................................................................................................Occasionally
• Lifting/Carrying up to fifty (50) pounds......................................................... Occasionally

WORK ENVIRONMENT
• Work is normally performed in an office setting.