



GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SUCCESS LIAISON

RANGE 36

SUMMARY:

The Student Success Liaison supports the student success initiatives under the supervision of the assigned manager. The Student Success Liaison facilitates individual student interventions targeted at increasing overall student success.

ESSENTIAL FUNCTIONS:

Build trusting relationships with a diverse student population by delivering personalized, constructive, engaging, motivating, and informative services.

Serves as liaison between students, administration, academic, and student services departments.

Assists with connecting students to resources related to retention and graduation.

Track student progress through communication and analytics for each academic semester.

Identify and refer students who need additional support and connects them to appropriate services.

Utilizes knowledge of college and district policies, procedures, and requirements to help students find solutions to their concerns and/or successfully refer students to the appropriate office.

Review of student success data; to include identification of students in need of intervention, analysis and the development of an intervention program.

Supports the collection of student resources for placement on departmental website.

Schedule workshops on student success topics and assist in the presentation of these workshops.

Identify supplemental services and follow up with students who fail to make satisfactory academic progress.

Direct students to resources available to overcome challenges, such as time management, study habits, and financial aid workshops.

Train and provide work direction to peer advisors, short term or student workers.

Compile and maintain relevant records and statistics.

SECONDARY FUNCTIONS:

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

Awareness and appreciation of cultural diversity and equity.

Possess knowledge of current and emerging trends concerning students in transition and college student success; knowledge of learning strategies and motivational techniques.

Excellent interpersonal communication skills; strong collaboration skills; and the ability to synthesize and take action on complex information.

Principles and practices of providing work direction and guidance.

Computer software including word processing, spreadsheets, and other programs used in assigned area.

Effective organizational and time management skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Oral and written communication skills.

Modern office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

Recordkeeping techniques.

ABILITY TO:

Analyze situations accurately and adopt effective course of action.

Understand and follow departmental and college policies and procedures for assignment.

Communicate effectively both orally and in writing.

Plan and implement procedures involving a variety of interrelated tasks.

Interpret, apply and explain rules and regulations.

Ability to work in a cross-cultural environment.

Plan and organize work.

Operate a personal computer entering and retrieving data in an efficient and effective manner consistent with requirements of the position.

Organize and maintain databases.

Work independently with little direct supervision.

Train and provide work direction and guidance to assigned personnel.

Establish schedules and timelines, and meet deadlines.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Maintain currency of qualifications for area of assignment.

Operate a variety of office equipment, including computers, copiers, and fax machines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: a Bachelor's degree and two years of work experience related to student support or instructional services.

WORKING CONDITIONS:

Office environment subject to constant interruptions and frequent interaction with students, staff and the public. This position will be involved with planning and attending activities which may require extended periods of standing or walking.