Southern Connecticut State University

Location: Buley 3rd Floor

Phone: (203) 392-8967

**Senior Success Navigator Job Description**

Success Navigator Coordinators are model undergraduate students who serve in a leadership role as the face and front line of the Academic Success Center, New Student and Sophomore Programs, First Year Experience, and Career & Professional Development.

**Job Responsibilities:**

* Create a welcoming environment by providing quality customer service
* Assist students in scheduling and navigating the academic support services
* Provide clerical support to the leadership staff in the academic success center, academic specialists, supplemental instruction leaders, and peer academic success coaches
* Perform basic data entry tasks
* Attend trainings and meetings as required
* Adhere to the policies and procedures of SCSU
* Demonstrate professionalism, responsibility, punctuality, and academic integrity
* Maintain privacy and confidentiality of student information including session attendance
* **Communicate daily with SSC administrative staff**
* **Gather staff availability, and assist in creating semester schedules**
* **Assist with developing and facilitating trainings for new and returning staff members**
* **Continuously update binders with important SSC information**
* **Create and manage staff checklists to ensure that tasks are being completed by respective cohort**
* **Manage the process for call outs/coverage of cohort**
* **Collaborate with Tutor, SI/PALS, and Coaching Coordinators to ensure the success of the ASC**
* **Effectively communicate with respective cohort (weekly emails, GroupMe, one-on-one meetings)**
* **Create and implement New Student Orientation guide for prospective students and parents**
* **Assist in implementing the New Student Orientation program throughout the summer**

**Qualifications:**

* Good academic and university standing at SCSU, maintaining a 2.0 GPA
* At least one year of experience and a junior
* Ability to effectively communicate with a diverse group of students
* Ability to work under minimal supervision
* Ability to stay calm in a fast paced environment
* Federal Work Study preferred

**Positions Available:**

* FYE/NSSP Coordinator
* ASC Exterior Coordinator
* ASC Interior Coordinator

**Schedule:** Success Navigator Coordinator hours need to be flexible to help provide coverage during all hours of operation.

*NOTE: The Academic Success Center is open Monday-Wednesday 8am-9pm, Thursday 8am-8pm, Friday 8am-4:30pm, and Sunday 4pm-8pm.*

*FYE/NSSP is open Monday-Friday 8:30am-4:30pm.*

**Salary: $12 per hour**

**How to Apply:** Complete a Success Navigator Coordinator application

**Return all completed application materials and refer questions to:**

Katie De Oliveira: [deoliveirak1@southernct.edu](mailto:deoliveirak1@southernct.edu)