



Success Navigator

Pay Rate: Class 1/\$14.00 per hour

Why apply to work at CASAS:

Are you looking to support your peers with resources they might need? Do you want to have a hand in student success and finding ways to help your peers navigate Southern.

The Success Navigator position does just that. It empowers students to reach their full potential in preparation for the workforce by developing practical and professional standards. This position allows the strengthening of an individual's knowledge, while building skills in communication, teamwork, and leadership.

Position Description:

Success Navigators are model undergraduate students who serve as the face and front line of the Center for Academic Success & Accessibility Services. Success Navigators support CASAS by engaging students and other visitors who arrive to the center in meaningful conversations and supporting CASAS initiatives. They additionally support Southern by referring students to the needed resources outside of CASAS.

Job Responsibilities:

- Create a welcoming environment by greeting all guests who visit or call CASAS and getting them to the appropriate service.
- Operate Navigate platform to facilitate the appointments and programming in CASAS.
- Become familiar with all CASAS services and assist students with scheduling in-person and online appointments.
- Engage with visitors and help them to identify and get connected with the appropriate Southern resources for their success.
- Maintain staff location boards and/or seating charts throughout shift.
- Manage online live chat; answer questions and concerns as they come in throughout shift.
- Attend meetings, trainings, and professional development activities as scheduled.
- Provide clerical support to the leadership staff in the Center as needed; make copies, staple, file, organize, etc.
- Perform basic data entry tasks.
- Adhere to the policies and procedures of CASAS and Southern.
- Demonstrate professionalism, responsibility, punctuality, and academic integrity.
- Maintain privacy and confidentiality of student information including attendance and participation in programs and services offered by CASAS departments.
- Assist with all Southern Testing Center scheduling and operating needs, including test-taker check-in/out.

Qualifications:

- Current Southern undergraduate student

Preferred Skills:

- Ability to effectively communicate with a diverse population of students
- Ability to work independently, as part of a team, and with minimal supervision
- Ability to stay calm in a fast-paced environment

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

NOTE: CASAS typical hours of operation are Monday-Wednesday 8am-9pm, Thursday 8am-8pm, Friday 8am-4:30pm, Sunday 4:30am-8pm.

How to Apply: Complete a Success Navigator Application by clicking the link below.

[Application Link](#)

Refer all questions to: Center for Academic Success &
Accessibility Services

Buley Library, 3rd Floor

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