Success Navigator

Pay Rate: Class 1/$12.00 per hour

Student Affairs Employment Program:
This program empowers students to reach their full personal potential in preparation for the workforce by developing practical and professional standards.

Position Description:
Success Navigators are model undergraduate students who serve as the face and front line of the Southern Success Center, a collective unit comprised of the Academic Success Center, First-Year Experience, New Student and Sophomore Programs, and the Southern Testing Center. Success Navigators support the Southern Success Center by engaging students and other visitors who arrive to the center in meaningful conversations and supporting Southern Success Center initiatives.

Job Responsibilities:
- Create a welcoming environment by greeting all guests who visit or call the Center, and getting them to the appropriate service.
- Operate staff check-in/check-out procedures throughout shift.
- Become familiar with all Academic Success Center 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 Academic Success Center as needed; make copies, staple, file, organize, etc.
- Perform basic data entry tasks.
- Adhere to the policies and procedures of the Southern Success Center and SCSU.
- Demonstrate professionalism, responsibility, punctuality, and academic integrity.
- Maintain privacy and confidentiality of student information including attendance and participation in programs and services offered by Southern Success Center departments.
- Assist with all Southern Testing Center scheduling and operating needs, including test-taker check-in/out

Qualifications:
- Current SCSU undergraduate student
- Must be eligible for federal or state work study
- Good academic and university standing at SCSU
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

Student Learning Outcomes for this Position Include:
- Develop knowledge and skills related to their academic and professional goals
- Demonstrate effective critical thinking and problem-solving skills
- Successfully navigate and guide peers to the appropriate Southern resource to address their challenges/needs
- Demonstrate quality customer service

Schedule: Success Navigator hours need to be flexible to help provide coverage during all hours of operation. 
*NOTE: Southern Success Center typical hours of operation are Monday-Wednesday 8am-9pm, Thursday 8am-8pm, Friday 8am-4:30pm, Saturday 11:30am-2:30pm.*

How to Apply: Complete a Success Navigator Application. Return completed application and refer all questions to:

Southern Success Center
Buley Library, 3rd Floor
Phone: (203) 392-8967
Email: Sarah Cook, Success Navigator Supervisor

Cooks10@southernct.edu