

Student Services Officer Navitas @ Western Kentucky University On-going, Full-Time

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, English language training and settlement services, creative media education, workforce education and student recruitment.

The Student Services Officer is responsible for assisting the Executive Director (ED) and Academic Manager (AM) in the coordination of retention and performance success strategies; facilitating the delivery of Navitas at WKU'S teaching, learning and support services, which includes engaging students in the WKU learning community to develop generic academic skills and strategies for student success at WKU, and independent, lifelong learning. The role incorporates responsibilities for assisting with training and professional development of Navitas instructors and ensuring a wide range of multicultural activities for students.

Key Competencies:

- Assists with formulation, implementation and evaluation of strategies and policies based on a broad view of issues and events with an understanding of their long-term impact or wider implications.
- Ability to establish and maintain positive working relationships with key stakeholders to facilitate and accomplish work goals.
- Ability to demonstrate sound business acumen and meet performance targets.
- Ability to identify, develop and maximize business opportunities within a strategic value-add framework.

Essential

- Bachelor's degree essential (graduate degree preferred)
- Knowledge of student services provided in a higher education setting.
- Prior experience in coordinating student programming and/or event planning.
- Prior experience in academic advisement/retention programs or similar setting.
- Demonstrated knowledge in the provision of exceptional customer service within an academic setting.
- Demonstrated ability to use technology to support tasks.
- Demonstrated experience in working collaboratively in a team setting as well being able to work independently.

Desirable

- Prior experience working with F-1 students and the associated USCIS/DOS compliance requirements.
- Experience in working with international students.
- Fluency in a second language.

What we offer

Navitas offers a competitive compensation package, with outstanding long-term career opportunities, and is values driven and an equal opportunity employer.

Please send cover letter, resume, and three references to Cindy Naiditch, Human Resources, cindy.naiditch@navitas.com. **Applications close 5:00pm EDT on August 15, 2014.**

Successful applicants will be subject to relevant pre-employment checks, which may include a criminal background check and multi-state sex-offender registry check.

Student Services Officer NAVITAS AT WKU

POSITION TITLE: Student Services Officer
FULL OR PART-TIME: Full Time
SUPERVISOR: Academic Manager

POSITION PURPOSE:

1. Primary Objectives of the position:

The Student Services Officer is responsible for assisting the Executive Director (ED) and Academic Manager (AM) in the coordination of retention and performance success strategies; facilitating the delivery of Navitas at WKU's teaching, learning and support services, which includes engaging students in the WKU learning community to develop generic academic skills and strategies for student success at WKU, and independent, lifelong learning. The role incorporates responsibilities for assisting with training and professional development of Navitas instructors and ensuring a wide range of multicultural activities for students.

2. Key accountabilities that are part of the role:

Academic/Retention Programs:

1. Assists the AM in maintaining and improving the pathway's academic programs by working with the students to encourage academic focus as the highest priority.
2. Develops key relationships with WKU in the areas of, and not limited to, Office of International Students and Scholars, Housing, Dining, Residential Life, Conduct, Health Services, Counseling Center, tutoring, student clubs and extracurricular activities, and other programs.
3. Undertakes promotional activities to encourage retention of students from semester to semester.
4. Assists with academic advising and retention initiatives.
5. Coordinates academic student satisfaction surveys and associated analyses, which informs strategic direction of future retention activities.
6. Ensures compliance with the regulatory framework, including but not limited to FERPA, in which student academic support operates.
7. Supervises enrolled student attendance and implements student academic success plans as discussed with the AM.
8. Develops relationships with other key stakeholders in the US market including pathway providers and language schools.
9. Assists the AM with preparation of academic monitoring reports.
10. Designs and implements incoming and ongoing Orientation Programs.
11. Promotes good relations with staff, recruiters, institutions and students.
12. Creates and maintains student manuals, such as the Student Handbook and Orientation materials.

Socialization/Acculturation Programs:

1. Responds to personal, telephone and written inquiries from students in a timely manner to encourage satisfaction and success in the Navitas pathways program.
2. Develops and conducts socialization/acculturation programming for all students.
3. Coordinates volunteers for programs including a student ambassador program.
4. Coordinates special services to current students as needed.
5. Liaises with other pathway programs both in the USA and internationally to facilitate the development of retention and socialization programs as appropriate.

6. Creates and maintains a manual to ensure best practices in student services.

Other Duties:

1. Assists with development of marketing literature using agreed Navitas Brand Guidelines or other marketing collateral when possible.
 2. Assists with other areas within the pathways program as needed.
 3. Provides reports to the ED and AM on a regular and consistent manner regarding activities and programs.
 4. Occasional duties outside of normal working office hours as required.
 5. Other duties as assigned by the ED and AM.
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3. Delegated Financial Authority:

Financial authority for expenditure will be identified in annual budget.

4. Key Competencies:

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 3. Ability to demonstrate sound business acumen and meet performance targets.
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5. Selection Criteria:

Essential:

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