



Job Title: Student Navigator

Job Code: 10530

JOB SUMMARY

The Student Navigator will be responsible for coordinating and conducting focused academic advising and student support services to help students persist in their program of study. The Student Navigator provides services which include student advisement, academic progress review (traditional, online, and hybrid), and development and coordination of retention efforts for new and continuing students. The Student Navigator gathers statistical information and develops strategies to retain students.

MAJOR DUTIES

- Develops and maintains collaborative working relationships with the Office of Academic Affairs, Student Affairs department, faculty and staff to facilitate advisement, academic progress review, and implement innovative retention programs and services for new, at-risk and enrolled students.
- Provides information on targeted career and educational pathways.
- Coordinates and/or provides supportive services to support academic persistence and success.
- Monitors student attendance, performance, and academic progress.
- Coordinates services with relevant college departments and community agencies.
- Attends academic advising trainings, department and division meetings.
- Solicits student feedback and experience with career pathway programs.
- Coordinates, tracks, reports, and uses retention data research and analysis, using Banner, KMS and other resources, to identify obstacles to student achievement and retention.
- Designs, coordinates, and targets new intervention services, programs, and initiatives focused on student retention and development.
- Function as part of an early alert team to support college persistence and retention.
- Participates in opportunities to increase and share knowledge about the role of the student navigator to improve counseling resources, strategies, and college policies and procedures.
- Participates in the TCSG Student Navigator peer group.

COMPETENCIES

Skill in the operation of computers and job-related software programs (Banner, LMS, KMS)

Oral and written communication skills

Skill in interpersonal relations and in dealing with the public

Decision making and problem solving skills

Effective human services skills such as coaching, mentoring, motivation and tracking

Knowledge of the mission of TCSG

Effective team player

MINIMUM QUALIFICATIONS

A Bachelor's Degree in Education, Counseling, or an equivalent field *and *a minimum of Two (2) years of professional related experience in a college setting

PREFERRED QUALIFICATIONS

Preferred qualifications may vary from location to location.