

# Mercyhurst University

## Job Description

**Job Title:** Academic Counselor/Student Success Coordinator  
**Department:** Institutional Effectiveness and Academic Support  
**Location:** Erie  
**Reports to:** Director of Academic Engagement  
**VP:** Provost  
**Classification:** Administrator  
**FLSA:** Exempt  
**Date Created:** 2-1-18

### SUMMARY

The Student Success Coordinator position within the Office of Distance Learning provides academic support services, advising, and community resource referrals and other related services that support student persistence and retention, particular with the distance learning population of students. The Student Success Coordinator will also collaborate with the Office of Academic Support and Learning Differences to ensure that all students have access to resources that promote student success.

### DUTIES AND RESPONSIBILITIES

- Provide academic and student support services to increase retention and persistence of student in online programs.
- Assist with the development, enhancement, delivery, and evaluation of a variety of services, and programs that promote academic success.
- Provide individualized academic support and guidance on topics such as time management, study skills, test-taking, and other academic issues related to being a distance-learning student.
- Work with faculty to identify and refer high-risk students.
- Develop and maintain close working relationships with academic departments who offer distance learning courses and programs.
- Performs other functions within the Office of Distance Learning as needed.

### EDUCATION AND EXPERIENCE

A master's degree or equivalent is preferred in student personnel, counseling, or a related field. At least three years of experience in academic advising or college counseling is preferred

### KNOWLEDGE, SKILLS AND ABILITIES

Knowledge in the following areas should be clearly demonstrated: the ability to communicate professionally, respond to students both verbally and through electronic means, and to present content to a variety of users. Excellent written and oral communication skills including the

ability to read and interpret documents and the ability to write routine reports and correspondence are of utmost importance.

The ability to work with diverse populations and to participate successfully in team projects is required.

Other necessary skills are: ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations; exceptional interpersonal skills and problem solving ability; service oriented; able to work under pressure, handle multiple tasks/deadlines/priorities; strong service orientation; ability to work independently with minimal direction.

## **WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to speak with individuals and /or groups of people and be able to listen and respond to questions or inquiries. The employee is frequently required to sit and is occasionally required to stand or walk. The employee must occasionally lift and/or move up to 10 pounds. General vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

## **APPLICATION PROCESS**

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources  
Mercyhurst University  
501 East 38th St  
Erie, PA 16546  
[hrinfo@mercyhurst.edu](mailto:hrinfo@mercyhurst.edu)

All applicants must be eligible to work in the United States.

Mercyhurst University is an Equal Opportunity Employer that encourages members of diverse groups to apply.