



JOB DESCRIPTION TITLE: Graduate Assistant, Student Success Coordinator

DEPARTMENT: Student Success Center

Responsible to: Director of Student Success

Organizational Classification: Graduate Assistant

FLSA Classification: Non-exempt

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

I) Summary of Responsibilities: The Graduate Assistant, Student Success Office Coordinator provides assistance to students, faculty and staff and administrative support at the Student Success Center. This position will provide coverage and support for initiatives of the Student Success Center. The position will report to the Director of Student Success.

II) Essential Responsibilities: (These essential responsibilities are those the individual must be able to perform unaided or with the assistance of reasonable accommodation.)

A. Customer Service

1. Serves as a central liaison with other departments, students, and external constituencies in the resolution of a variety of day-to-day matters.
2. Provides office support for the department via answering phones, assisting with and resolving problems and inquiries of students and visitors, reviewing incoming and outgoing correspondence, and handling follow-up communication.
3. Offers guidance and direction to students who have questions regarding services available through the Student Success Center.
4. Coordinates appointments with Student Success Center staff.
5. Assist with coverage of Student Success Center-sponsored study halls and other Student Success initiatives.

B. Program Support and Assisted Oversight

1. Assist in the administrative functions of the EDU 099: Foundations of Academic Success course. This may include instructing, grading, and managing the eLearning class page.
2. Assists in administrative problem solving, program/project planning, development, and execution of stated goals and objectives of the tutoring program
3. Maintains both the program and the service scheduling calendars. Assists students in setting up meetings and appointments with Student Success staff, tutors, note takers, and other students. Sends reminders for meetings and appointments and missed appointment notices as needed.
4. Assists in maintaining the Disability Services student database.
5. Document interactions with students with disabilities as needed.
6. Assists in the planning and implementation of Academic Success Workshops to include the preparation and execution of advertising plans.
7. Schedules, proctors, tracks and returns ongoing exams. Provides careful coordination of the final exams proctoring schedule to include testing areas and refreshments.



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8. Collaborate with Student Success Center staff to develop, create and post digital marketing content to showcase SSC services.
9. Participate in and contribute to weekly staff meetings.

C. Academic Coaching

1. Counsel students facing academic challenges and/or personal obstacles.
2. Work with students to develop success strategies through time management practices, organizational skills, and study techniques.
3. Identify academic strengths through appreciative advising.
4. Manage, inform, and counsel students on degree progress.
5. Connect students to appropriate campus resources and/or offices that are relevant to the student's needs.

D. Office Management

1. Establishes, updates, and maintains departmental files, inventories, and records; implements and maintains data management systems as required for student records and tutoring database.
2. Prepares a variety of documents and performs word processing. Utilizes knowledge and understanding of underlying operational issues to create, compose, and edit administrative correspondence, emails, and reports.
3. Checks received documents and forms for accuracy and completeness. Makes appropriate adjustments and informs originator of need for changes and corrections.
4. Adheres to College policies and procedures to include the maintenance of confidentiality of all processed information.

E. Performance Development Areas

1. Communication in verbal and written form.
2. Technical knowledge related to the fundamentals of the profession.
3. Teamwork, collaboration, and cooperation.
4. Display initiative, interest, and motivation.
5. Show adaptability and flexibility.
6. Display good judgement in stewardship of resources and safety management.

F. Other Duties as Assigned

III) Exhibits behavior that is consistent with and supportive of Geneva's mission, vision, and core values:

- A. Geneva Mission Statement:** Geneva College is a Christ-centered academic community that provides a comprehensive education to equip students for faithful and fruitful service to God and neighbor.
- B. Vision Statement:** Geneva College will inspire students to integrate faith in Christ into all aspects of life in the real world, and to serve faithfully within their callings for Christ and Country.
- C. Core Values:**
 - 1) Serve with grace.
 - 2) Pursue Godly wisdom.
 - 3) Foster academic strength.
 - 4) Engage culture faithfully.
 - 5) Inspire vibrant hospitality.
 - 6) Honor one another.



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IV) Job Requirements – Administrative:

- A. General:** Individuals must possess the knowledge, skills, and abilities listed or are able to explain and demonstrate that they can perform the essential responsibilities of the job, with or without reasonable accommodations to safely perform the essential responsibilities of the job.
- B. Physical:** Must be able to perform the following: talking, hearing, and seeing. Must have sufficient manual dexterity to be able to operate all office equipment including, but not limited to computers, copy machines, and telecommunications devices.
- C. Confidentiality:** Individuals must recognize that management of data, including personal information, grades, budgets, programs, and policies is necessary to the operation of the College. Such information must be kept private and confidential for the protection of the College and to obey Federal and/or State laws. Should there be doubt as to whether a certain matter is to be protected, it should be discussed with your supervisor before making a disclosure.
- D. Mental:** Must be able to reason, analyze, prioritize, conceptualize, make judgments, and solve problems.

V) Qualifications:

A. Minimum:

- 1. Must be accepted into and/or enrolled in Geneva's Master of Arts in Higher Education program.
- 2. Education/Certification: Bachelor's Degree
- 3. Experience: 1-2 years of undergraduate student experience in student success or other student development-related area.
- 4. Skill/Abilities:
 - a) Complex record-keeping and report preparation.
 - b) Operate a PC, proficient in Microsoft Office products including Outlook.
 - c) Self-motivated and work independently.
 - d) Ability to relate and work professionally with a diverse student population.
 - e) Articulate your personal relationship with Jesus Christ.
 - f) Have strong verbal and written communication skills, including communication such as email, text, etc.
 - g) Social media content development
 - h) Organizational and time management skills.
- 5. Must be able to work nights and weekends.
- 6. Christian Commitment: eligible candidates must be a thoughtful and articulate Christian and an active member of a Protestant evangelical Christian church. Preference will be given to candidates who support and have an articulate understanding of the Reformed faith. The individual must understand and support the College's "Foundational Concepts of Christian Education" by expressing an evangelical Christian profession of faith and demonstrate the ability to integrate a Christian perspective in their work.

B. Preferred:

- 1. Experience: 1-2 years of administrative or program support experience in an educational setting
- 2. Skills/Abilities:
 - (1) Knowledge of academic and facilities scheduling
 - (2) Ability to create digital content
 - (3) Have a valid driver's license and insurable status with a willingness to travel off campus.



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Compensation Details: The Graduate Assistant position is a 10-month appointment beginning in August and ending in May, with the option for renewal, and includes a tuition discount and stipend. Graduate assistants must maintain at least six (6) hours of graduate-level credit per semester to be eligible.

EOE Statement: Geneva College does not discriminate in hiring or in terms and conditions of employment based on an individual's race, color, sex, age, disability, or national origin. As a Christian college rooted in the evangelical and Reformed tradition and governed by the Reformed Presbyterian Church of North America, compliance with Geneva's Christian views is considered a bona fide occupational qualification under Sections 702 & 703 of Title VII of the 1964 Civil Rights Act as amended and will have a direct impact on employment consideration.

Application Process: Interested applicants should send a cover letter, resume, statement of faith, and names with contact information for three references through the graduate assistantship application portal (https://apply.geneva.edu/portal/grad_assistantships) or to Valerie Mayer, Graduate and Online Admissions Enrollment Specialist, via email (vcmayer@geneva.edu). ***Applicants must start an application for their master's program before applying for a graduate assistant position. (https://apply.geneva.edu/portal/applynow/grad_apply)***