NAVIGATE Program Content Coordinator

Department: Center for Student Success & Access   **Job Status:** 1.0 FTE
FLSA Status: Non-Exempt   **Reports To:** Executive Director of Student Success and Transitions

Grade/Level: N/A   **Amount of Travel Required:** None
Work Schedule: Monday – Friday; 8:30 a.m. to 5:00 p.m.; may require occasional weekends and nights; 12-month position.   **Positions Supervised:** None

POSITION SUMMARY:

Under limited supervision and often as part of a team, the Navigate Program Content Coordinator oversees the maintenance and development of EAB Navigate while regularly communicating its impact on student success and retention with university staff, faculty, and administrators. Responsible for training these constituencies in the use of Navigate and other student success initiatives. Serves as a liaison with numerous institutional offices, including Student Life, Financial Aid, Mentoring, and others. Performs essential functions personally or in conjunction with designated personnel or outside vendors/contractors.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more "major life activities" to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- Develops training materials for myriad users of the Navigate system and offers ongoing, regular training opportunities for faculty, staff, and students as new features are introduced and expand care units and user groups.

- Manages the Navigate Content Administration Tool and related communication, to-dos, tasks, tips, and resources for Navigate Student, the mobile app.

- Serves as Application Administrator and manages the early alert system, including coordinated progress report campaigns and ad hoc alerts, to improve student success.

- Collaborates with the EAB Leadership Team, mentors, and other functional users to develop strategic communications plans, outreach campaigns, and interventions that align with campus priorities.

- Utilizes EAB best practices to run reports and analyze data to monitor utilization and help assess the effectiveness of various interventions, initiatives, and milestone experiences to aid in the refinement of said efforts.

- Collects information from functional users related to issues with the platform and works with IT and EAB technical support to resolve issues and further product development.

- Guides the strategic rollout of additional Navigate features/tools and the addition of new care units and user groups and stays abreast of EAB updates, enhancements, and functionality.

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Other Job Function Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- Maintains robust web-based documentation for reference and troubleshooting.

- Performs other duties as assigned within the nature and level of the work.

POSITION QUALIFICATIONS: (The **minimum** knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

KNOWLEDGE (Defines the mental aspects of the job. Knowledge is obtained through **education, experience, training, licensure, certification, or through a combination of the aforementioned.)**

Minimum: Bachelor's Degree; one (1) year related experience in learning activities and student development in an academic setting or related field; General understanding of a residential, liberal arts sciences college.

Preferred: Master's Degree; one (1) year experience related to student success programming, early alert intervention, advising, and program assessment. Experience utilizing an enterprise-level educational technology platform such as Navigate, Banner/Colleague, Degree Works, Ellucian products, Blackboard, Canvas, Moodle, Slate, or Handshake in a K-12, higher education, or human resources/career services environment.

LICENSE or CERTIFICATION (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) (N/A)

SKILLS (The *application of knowledge* by the manual, verbal, or mental manipulation of data, words, people, or things necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, the incumbent must:
· utilize Microsoft Office (Word, Excel, Outlook, PowerPoint) or appropriate alternative software to the extent required to effectively perform the essential functions;
· communicate effectively using a variety of styles and techniques appropriate to inform or persuade the intended audience.

ABILITIES (*Natural talents*, *developed proficiencies*, and or *other job-related requirements*. This section includes *observable behaviors or behaviors that produce observable* results necessary to fully meet job expectations of the essential functions.)

To fully meet job expectations, the incumbent must have the ability to:
- work well as a team sharing ideas as well as being receptive to collaboration and group problem solving;

- maintain regular and consistent attendance;
· use cognitive skills to: solve problems, develop, plan, and implement goals, and organize work or assigned projects;
- work evenings and weekends;
- work independently with little supervision;
- organize work or assigned projects;
- understand and administer pre and post testing security standards;
- balance multiple projects and unstructured tasks within deadlines;
- work under pressure while maintaining a professional demeanor;
- maintain confidentiality regarding sensitive matters;
- identify problem(s) or concerns;
- recommend appropriate solutions or responses;
  - maintain ongoing active engagement of program administration and associated activities;
  - network effectively and collaborate with groups and individuals, both on and off campus, to facilitate attainment of program goals and/or related issues;
  - model high standards of honesty, integrity, trust, and ethical behavior.

BEHAVIORS (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to fully meet job expectations of the essential functions and are formally reviewed during the annual performance evaluation process.)

To fully meet job expectations, the incumbent must demonstrate the following:
- Productivity - Completes all assignments on a timely basis.
- Accuracy - Ability to perform work accurately and thoroughly.
- Teamwork - Willingness and ability to work with others.
- Service Orientation - Exhibits a 'customer friendly' demeanor with internal and external customers.
- Attendance - Misses few days of work.
- Punctuality - Arrives on time.

PHYSICAL REQUIREMENTS: The following represent the physical requirements of the essential job functions: Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

WORK ENVIRONMENT: Typical office environment.

Disclaimer: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. ***It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.***
Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Executive Signature: _____ Date: _____