PALO VERDE COMMUNITY COLLEGE DISTRICT

STUDENT SUCCESS MANAGER

NATURE OF THE POSITION:

Under the administrative direction of the Chief Student Services Officer, the Student Success Manager is responsible for the overall planning and operations, programs, and functions related to institutional data administration. The Manager will also serve as a project manager for mission-critical special projects, including Student Success Task Force recommendations, which require changes to the Ellucian database. The incumbent will serve as a technical collaborator with the Institutional Researcher and an operational collaborator with the Information Technology Department in order to provide departments with the data and research to examine business practices and institutional effectiveness as requested. Within the general direction of departmental objectives and policies, exercises considerable independent judgment in budgeting, developing, planning, directing, coordinating, and providing data and support to the institution and student support services.

DUTIES AND RESPONSIBILITIES:

1. Create longitudinal datasets for analysis of admissions, enrollment, courses, degree, and transfer.
2. Manage and maintain the integrity of the Data Resource Office's data repository.
3. Serve as a project manager for mission-critical special projects. Gather information concerning administrative requirements and solutions desired. Review project requirements, scope, and timeline with senior administrator. Design, develop, and implement solutions. Communicate regarding project details with applications team and functional users.
4. Document the process for creating and organize all routine electronic reports generated in the department.
5. Develop and maintain departmental budget.
6. Create semester reports of institutional data.
7. May assist in collecting data for state and federal audits.
8. Participate in needs assessment analysis to identify internal and community needs impacting student success.
9. May assist with strategic and short range student services planning, program review and SLO assessments, and the implementation of programs and services in compliance with Accreditation Standards.
10. Serve as CORE Team Lead with the responsibility to assist with workflow, the use of system features, and data management for ERP applications. Collaborates with functional departments to increase productivity and efficiency through feature implementation, supplemental programs, or system modification as identified through the Core IT

Committee. Resolves functional users' questions and problems, elevating issues to IT staff or vendor support as required.

11. Assist and provide leadership with Student Services institutional research.
12. Assist in the development and implementation of an Enrollment Management Plan that includes: data review, recruitment & outreach planning, retention efforts, and follow-up assessments for effectiveness.
13. Serve on departmental and campus-wide committees or affinity groups appropriate to the job function and scope.
14. Participate in assigned training related to Ellucian, MIS, and Student Services as identified.
15. Other duties as assigned.

REQUIRED QUALIFICATIONS:

1. AA degree (Bachelor's degree preferred).
2. Two years of relevant or related work experience.
3. Exceptional interpersonal, oral and written communication skills.
4. Demonstrated sensitivity to and understanding of the diverse academic, social, economic, cultural, disability and ethnic backgrounds of community college students.
5. Demonstrated and effective leadership and management skills; strong organizational and communication abilities.
6. Demonstrated computer skills in database management, Excel and Word, and the ability to learn other computer programs.
7. PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over the telephone and in person; reach with hands and arms; lift, carry, and/or move objects weighing up to 10 pounds; and drive to various locations to attend meetings and workshops.

CLASSIFICATION:

Row 3 on the Classified Management/Confidential salary schedule.

BENEFITS AND POSITON STATUS:

This position is 12 months, 40 hours per week (may include evening and weekend duty) with full benefits.