University of Houston Clear Lake

Retention Coordinator

Job Description

JOB INFORMATION

Effective Date	10/13/2022
Job Code:	2354
Job Title:	Retention Coordinator
Salary Grade/Structure:	030 - Admin-Professional
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Academic Affairs
Job Family:	Academic Advising
Job Summary	The Retention Coordinator will plan, implement, and asses student outreach initiatives aimed at retaining students who left or are at risk of leaving the institution. Utilizing relationship with other student service programs. Will provide various types of resources (i.e. financial, mental health, academic support) to address the holistic needs of students. Will be responsible for managing the early alert process and contact students who have discontinued from the university without completing degree requirements. Will work with advisors on calling campaigns to remind students to register, and will develop a survey for students not retained by the university.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	
Master's Degree		Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Minimum two years of experience working in an academic setting at an institution of higher education.	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	

Knowledge, Skills and Abilities

	KSAs	Proficiency
•	Knowledge of College Student Development Theory and program and learning outcomes assessments.	Proficient
•	Knowledge of academic skill and learning development models.	Proficient
•	Knowledge and skills in working with students from culturally diverse backgrounds as well as students with disabilities.	Proficient
•	Ability to effectively use PeopleSoft, Microsoft Office suite, and EAB/Navigate.	Proficient
•	Must be highly organized with the ability to prioritize tasks.	Proficient
•	Must have strong and effective communication skills with a passion for helping students.	Proficient

JOB RESPONSIBIILTIES

Campus Security Authority ☒

Remote Work Capable ☐

Essential Functions

	Essential Function	% TIME
•	Manage early alerts to attempt to resolve student issues and refer students to necessary departments.	20%
•	Develop outreach materials and keep this material updated as personnel and procedures change.	15%
•	Create and manage retention programs for at-risk students.	15%
•	Contact stop-outs and assist with advisors calling campaigns.	15%
•	Develop and exit survey and report on issues that are causing students to stop/drop-out.	15%
•	Develop and maintain relationships in key departments that will assist with retention (ex. financial aid, advising, counseling services, and etc.).	10%
•	Participate in campus programs to inform students of services that are offered at the SSC.	5%
•	Other related duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description