



**SAN MATEO COUNTY  
COMMUNITY  
COLLEGE DISTRICT**

Cañada College ♦ College of San Mateo ♦ Skyline College

## **GENERIC POSITION DESCRIPTION**

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# **RETENTION SPECIALIST**

A Classified Position

[Grade 24 – Salary Schedule 60](#)

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### **A. General Statement**

The Retention Specialist performs paraprofessional work that involves outreach and the retention of students in specific programs designed to foster student success. Under direction, the employee performs a variety of preparatory work and planning and develops strategies to support and enhance student completion and success. Public contact is extensive and primarily includes students, faculty and staff, but can also include vendors and staff in other educational institutions and agencies, for the purpose of exchanging subject matter and procedural information. A high degree of independent judgment and creativity is required to resolve a wide variety of minor and occasional major problems that may arise. Consequences of errors in judgment can be moderately costly in public relations and employee time; however, supervisory controls are available to limit the risk of serious error. A Retention Specialist can perform a wide variety of duties within the scope of the classification. A Retention Specialist can direct the work of student assistants, clerical staff, and instructional aides, as assigned.

### **B. Duties & Responsibilities**

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, faculty and staff regarding subject-matter, resources, materials, policies and procedures associated with the classroom or laboratory setting or college programs and services
2. Confers with faculty regarding curriculum, computer hardware, software and other learning tools, student assignments and progress, tests, student test scores, alternate learning methods and other technical information related to the services and programs provided
3. Attends meetings, conferences and workshops to obtain current subject-matter, procedural and other information
4. Participates in division and department planning activities
5. Makes presentations to small and large groups to publicize the services and programs as assigned
6. Assists with outreach and retention of students into specific programs, including developing strategies to enhance student completion and success
7. Provide encouragement and support to students who are undecided about a major by providing information regarding specific majors

8. Proactively meets with students to monitor their progress
9. Tracks student involvement in on-campus support resources, including academic counseling and development of student educational plans, as well as support services relating to financial aid, scholarships, internships, transfer, including completion of transfer admission guarantees
10. Develops an early alert system to identify students who are under performing in specific coursework, and collaborate with instructional aides and tutors to intervene
11. Assists in planning an academic support structure to include workshops, study groups, tutoring, program activities, accompanying students to off-campus events, and other support services to enhance student retention and success
12. Works with faculty advisors and student leaders of clubs to develop programs that promote academic success
13. Uses a variety of computer software to organize and maintain learning resources and related data, compose and prepare correspondence, reports, publicity and other materials; sets up and maintains online and manual files; enters, modifies and retrieves a variety of statistical and other data for special and regular reports
14. Trains and leads the work of student assistants, clerical and other staff as assigned
15. Performs other related duties as assigned

### **C. Requirements**

1. Possession of a Bachelor's degree from an accredited institution
2. Successful experience of increasing responsibility that has included event planning, assessment, and evaluation
3. Demonstrated skills in respectful, sensitive communication with people of diverse cultures, language groups and abilities
4. Demonstrated oral and written communication skills, including public speaking
5. Experience with the use of a variety of computer software to compose and prepare correspondence, forms, reports, presentations, and other written materials
6. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
7. Skill in setting up and maintaining online and manual files

OR

An equivalent combination of education and experience

### **D. Physical/Other Requirements**

This classification requires communication with individuals, small groups and large groups; work in close proximity with individuals; comparing data, and interpreting data to others; flexibility, tact and patience; manual dexterity; bending; pulling; pushing; and reaching in order to perform the essential functions.

### **E. Knowledge, Skills & Abilities**

1. Skill in working with diverse adult learning styles
2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Skill in use of the Microsoft Office Suite and web-based content management systems to compose and prepare a variety of correspondence, reports, publicity and other materials
4. Skill in establishing and maintaining respectful and sensitive working relationships with people who are diverse in their cultures, language groups and abilities
5. Skill in oral communication, including public speaking
6. Skill in written communication
7. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
8. Skill in directing the work of others
9. Skill in performing research in a designated subject matter area

10. Skill in designing lesson plans using original research, subject-matter knowledge and materials

(8/2014)