

TITLE: Online Degree Student Navigator

DEPARTMENT/DIVISION: Online Degree Office – Academic Affairs

REPORTS TO: Vice President for Academic Affairs

CLASSIFICATION: Professional (Full-time)

POSITION SUMMARY

An Online Degree Student Navigator works under the direction of the Coordinator for Distance Education but will report to the Vice President for Academic Affairs. The department is responsible for all aspects of student services for students enrolled in online programs including but not limited to: student admissions, student advising, financial aid counseling and helping with student payments. As part of the department, the Student Navigator position will provide customer service directly to students and other SSC constituents.

SEMINOLE STATE COLLEGE MISSION AND VALUES

- All employees will represent Seminole State College in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practice of Seminole State College.
- All employees will uphold the Mission Statement: Seminole State College empowers people for academic success, personal development, and lifelong learning.
- All employees will perform job duties utilizing SSC's core values: Compassion, Opportunity, Respect, and Excellence.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Responsible for providing excellent customer service and accurate information to prospective/current students and their families regarding admissions policies, enrolling, financial aid and payment options via multiple venues including office visits, phone conversations, web conferencing, email, etc.
- Effectively learn and utilize all information systems used by Seminole State College (Jenzabar, MYSSCOK, etc.).
- Assist students in applying to Seminole State College.
- Inform students of the Family Educational Rights & Privacy Act (FERPA) and assist them with the Release of Information form if the student wishes to complete it.
- Provides comprehensive and intentional academic advising services to students with the purpose of helping students to articulate and achieve their individual educational goals.
- Assists students with specific curriculum decisions, including the appropriate choice and scheduling of courses, selection or change of program/major, taking into consideration academic background, assessment testing results, and non-academic factors such as family and work commitments.
- Assess new student placement measures and the need for additional placement testing.
- Ensures that students are aware of the SSC graduation requirements specific to their program/major using degree audits and evaluations.
- Assist students in completing their Free Application for Federal Student Aid (FAFSA) and any other required financial aid documents.
- Serves as a resource for students, faculty, parents, and other staff having questions about department related programs, policies and procedures.
- Makes referrals to both on and off campus support services as needed.
- Assists students with financial payments and planning, which may or may not include setting up a payment plan.
- Assist in recruitment efforts as directed by the supervisor.
- Handles confidential information with tact and discretion.

OTHER DUTIES AND RESPONSIBILITIES:

- Participate in meetings and events as assigned.
- Performs other functions as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Must have a minimum of a bachelor's degree or equivalent work experience.
- Demonstrated experience in promoting higher education to high school and community college students. Knowledge and experience working with a diverse student population.
- Understanding of the policies and procedures pertaining to students.
- Skills and knowledge to fully operate in related school information software.
- Proficiency in the use of computers and experience with Microsoft Office (Word, Excel, PowerPoint, etc.) are required.
- Strong organizational, time management, and excellent written communication skills.
- Hard-working, enthusiastic, dependable, self-motivating and willing to work additional hours to complete tasks.
- Must be available to work flexible hours during peak times of the academic year.
- Must be able to communicate effectively with students, faculty, staff, and administrators and with the public in person or by use of the telephone.

Application review will begin immediately. Salary is commensurate with education and experience. Benefits provided by the college include Oklahoma Teachers' Retirement, group health and dental insurance, long-term disability, and life insurance equivalent to two times contractual salary. A tax-sheltered annuity wherein the college contributes 3.5% of any employee's annual salary is available after one year of employment. Employment is subject to successful completion of background check. *This position is contingent upon the budget.*

To apply, please send letter of application, resume, copies of all academic transcripts, and the name and phone numbers for three professional references to:

Seminole State College
ATTN: Human Resources
P.O. Box 351
Seminole, OK 74818

and/or

Email: HR@sscok.edu