



		<b>ISSUED: 9/30/2019</b>
<b>TITLE: Student Success Knowledge Specialist</b>	<b>SALARY TABLE: PA</b>	<b>CLASS CODE: PE378</b>
<b>UNION: P &amp; A local 1979, U.A.W.</b>	<b>SALARY GRADE: 12</b>	<b>EEO CODE: 30</b>
<b>JOB GROUPING: 30</b>	<b>FLSA: Exempt</b>	<b>EMPLOYEE CLASS: 30</b>

**POSITION PURPOSE**

The Student Success Knowledge Specialist will complete a project to overhaul and improve the student success website, reporting infrastructure, and internal communications framework. Provide operational leadership, communication and facilitation expertise, project and process management in the context of student success strategies, initiatives, operations, and work teams in order to gather information and develop the necessary content and communications infrastructure. At the conclusion of this project, the Student Success Knowledge Specialist will have created a framework to support on-going student success awareness, culture change, communication and transformation. Reports to Director, Operational Effectiveness.

<b>Essential Job Functions</b>	<b>% Time</b>
Manage the systematic collection of student success information from multiple individuals and units across the campus. Synthesize and organize student success information, whether generated internally or externally to support institutional learning, reporting and communication. Interact with external vendors, internal and external stakeholders and other individuals, groups and organizations to drive the project to a successful completion.	25%
Draft and write case studies, lessons learned, biographies, analyses, news, reports, data stories and other documents; create charts, figures, tables, infographic material and other content to drive the creation of annual reports, cumulative reports, outcomes reports, student profiles and other materials as well as to maintain the student success website. Track, build, and maintain staff and faculty engagement through stakeholder interviews, campus events, and department visits.	25%
Work with external website design vendor to provide content for, maintain and oversee the quality of content on the Student Success web site. Work with Marketing and Development to build Student Success brand awareness. Also provide input for campus communications, and other materials to ensure an effective and consistent style which reflects the values and mission of student success. Develop, implement and maintain communication standards for student success.	25%
Support the communication process for the Student Success department by planning, scheduling and tracking timelines, milestones and deliverables. Research, develop and utilize internal communication frameworks for staff and faculty based on stakeholder mapping, interview data, artifacts, and survey data. Estimate the resources and participants needed to achieve goals. Manage changes in event scope, identify potential crises, and devise contingency plans. Draft and submit budget proposals, and recommend subsequent budget changes where necessary.	10%

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Monitor nationwide higher education and student success trends and best practices; examine institutional information in the context of the US higher education environment. Develop content that synthesizes internal, local, and national perspective to promote leadership, institutional learning, growth and change to enable Wayne State University to stay on the cutting-edge of student success nationally.	5%
Understand the Wayne State University institutional culture, mission, vision, and values to maximize positive stakeholder engagement and leadership across the institution and apply this understanding to the essential job functions. Partner with senior level leadership to connect, inform, and engage faculty in student success initiatives and programming.	5%
Perform other related duties as assigned.	5%

## **MINIMUM QUALIFICATIONS**

### **Education** Bachelor's degree

Bachelor's degree in field of education (or a closely related field) from an accredited institution. Master's degree preferred. An equivalent combination of education and experience may be considered.

### **Experience** Specialist (minimum 5 years of job-related experience)

A minimum of five years experience in a dynamic educational environment with experience in leading transformational outcomes for students. Experience in teaching, professional development, project management, institutional change, program administration and data management is desirable.

### **Knowledge, Skills and Abilities**

Sound knowledge of student development, student learning, academic advising theory, tutoring, peer mentoring, and other instructional support practices. Keen understanding of the higher education environment in the United States. Sensitivity and deep understanding of the issues and needs of students from low-income, diverse ethnic and cultural backgrounds.

Ability to manage several projects simultaneously, prioritize and plan work activities while meeting respective deadlines. Strong organizational and time-management skills.

Ability to build rapport and develop relationships with a broad range of people. Ability to adjust communication style to meet the needs of individuals at various organizational levels and to meet the needs of clients. Ability to function as a cooperative and collaborative team player.

Ability to develop and execute processes and activities that promote effective communication within and across the organization. Excellent writing and presentation skills required. Excellent social perceptiveness; ability to interpret correctly others' reactions and the reasons behind those reactions.

Ability to break down problems and issues into sub-components, thoroughly examining all components and ramifications prior to acting. Ability to compile and summarize information in a logical and systematic fashion.

Strong computer skills including proficiency in the use of office productivity software including but not limited to Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Project, Office365, Microsoft Teams, Content Management Systems, internet research, Banner and Cognos.

## **WORKING CONDITIONS**

Some limited travel.

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