



Program Support Specialist, Student Success

Location: Donnelly College, Kansas City, Kan.

Full/Part Time: Full-Time

Exempt/Non-Exempt: Exempt

Position Reports to: Associate Vice President of Student Success

About Donnelly College

Donnelly College, located in the heart of Kansas City, Kansas, is an independent, coeducational, Catholic institution founded by the Benedictine Sisters of Mount St. Scholastica and sponsored by the Archdiocese of Kansas City in Kansas. The college was established in 1949 to meet the needs of urban immigrants and the working class, with special focus on "those who might not otherwise be served." Today, Donnelly continues that tradition by providing access and affordable education within a culture that promotes student success, and by serving as the region's only federally designated Minority Serving Institution and Hispanic Serving Institution. Our community is proud of the rich racial and ethnic diversity of our students, staff and faculty and how that diversity supports our learning environment. Through a strong general education curriculum integrated with career-oriented majors, Donnelly College offers programs leading to bachelor and associate degrees and certificates. To find out more, please visit www.donnelly.edu.

Job Summary

The program support specialist is the face of Student Success at Donnelly College. This position is responsible for making student appointments with the Student Success offices such as advising and testing, coordinating student programs in areas such as financial literacy, New Student Orientation, and student senate, and reporting data related to Student Success goals.

Responsibilities

Specific responsibilities for the Program Support Specialist position include the following:

- Coordinate front desk activities for Student Success (i.e., make student appointments for advising, testing, and other offices).
- Implement student programming in financial literacy.
- Collaborate with other Student Success staff to develop, implement, and coordinate various activities and projects focused on retention and graduation.
- Work closely with Student Senate to promote student involvement and awareness of campus resources.
- Collect and analyze data on student participation in SSS programs and related outcomes.
- Coordinate New Student Orientations programs.
- Utilize social media to market upcoming events to increase student awareness and participation in targeted programs.
- Supervise work study/student assistants.
- Serve on institutional committees.
- Perform other duties as assigned.

Qualifications

Qualifications for the Program Support Specialist position include the following:

- Bachelor's degree required, coursework in student affairs preferred.
- Ability to work in a fast paced environment, manage multiple tasks, and meet deadlines.
- Excellent written and verbal communication skills.
- Excellent customer service skills.
- Proficient with technology (Microsoft Office, Power-Campus, Self Service).
- Experience working with diverse student populations.
- Bilingual (Spanish-English) strongly preferred.
- Background similar to Donnelly student population strongly preferred.

How to Apply

Please e-mail your cover letter, resume, and transcripts to hr@donnelly.edu with **Program Support Specialist in subject line**.