

Student Services Specialist

This position is responsible for providing and creating the vision, leadership and strategic direction for student services at the National High School and for ensuring the delivery of effective and quality service to students in the following areas: student servicing, counseling, student conduct, online student technology, and student progress. This is done through implementing policies, programs and services that support the school's mission, meet the needs of a diverse online high school body, foster student development, exploring options and promote involvement in learning outcomes.

This position provides advice and counsel to the President and other Executive Committee members regarding overall student morale and serves as the primary advocate for the National High School student body. This position works independently to fulfill the various needs of the student body, and additional department staff may be added in accordance with the growth of the overall student body. Supports the decisions and utilizes the recommendations made by the Board of Trustees.

Key Job Elements:

1. Implement strategies and programs designed to positively impact student persistence and increase student satisfaction at the school
2. Explore housing options and develop a housing program that promotes residential life concept
3. Assure student counseling services and proactive intervention programs are provided
4. Oversee support services for international students
5. Serve as a liaison between students and employers
6. Work with student financial services to identify and prioritize high need students.
7. Maintain accurate student and graduate employment records in compliance with state and other accrediting bodies
8. Create and coordinate department publications such as the Student Handbook. Ensure all publications meet Business Practices Committee standards
9. Provide first line contact and problem resolution for parents, students and others
10. Market the college Student Services with partner school
11. Develop, coordinate and disseminate department policies and procedures
12. Implement a student judicial system; serve as Chief Conduct Officer of the school department
13. Work collaboratively with Executive Committee and all other departments on achieving school objectives for enrollment, persistence and graduate success
14. Assures that there is student services representation on the Student Success Committee

Position Requirements:

1. Five to seven years of increasing responsible experience in student services areas, preferably in a for-profit environment
2. Masters degree in student personnel, counseling, education or related field
3. Excellent interpersonal skills on both an individual and group basis
4. Effective problem resolution skills
5. Ability to communicate and effectively act as a member of a team
6. Good general business knowledge and ability to effectively hire, train, supervise and lead a staff of professionals
7. Knowledge of current practices and theories in student affairs and career services in higher education