Student Services Specialist  
**Job Number:** 12810  
**Posted:** 06/18/2015  
**Contract Title:** Higher Education Assistant  
**Position Type:** Fulltime/Regular  
**Closing Date:** 07/18/2015  
**Compensation:** 44,552 - $53,032  
**College Website:** John Jay Online  

John Jay Online is seeking a Student Support Specialist. The Student Support Specialist will serve as the point of contact for online students and act as their advocate in programs in higher education, continuing education, and professional studies to ensure high retention and graduation rates. Communicating with students through telephone, email, online and social media, the Student Support Specialist will respond to individual student needs promptly and professionally. In addition, s/he work to resolve student services issues in collaboration with other College offices and in accordance with College policies. Successful candidates will possess consultative relationship building skills and a passion for helping students. Duties include:  
- Act as the point person for online students to manage retention. Respond to student needs promptly.  
- Understand and coordinate student’s transition process through recruitment, enrollment, registration, orientation etc.  
- Identify and refer students to academic departments and offices for additional support, as needed.  
- Act as a liaison between students and faculty members to accommodate the needs of enrolled students, facilitate academic success and support a positive experience for the students.  
- Interpret and update student academic records on Salesforce, Apply Yourself, and CUNY applications to create reports and address issues for the student body.  
- Collect and organize statistical data, develop reporting systems, mechanisms, and standards to evaluate effectiveness of programs and services. Provide evaluative feedback.  
- Analyze and document user requirements and user experience to design an efficient user interface for the student portal.  
- Train and assist students to navigate the CUNY portal and other online platforms required for a successful online course experience.  
- Recommend and implement goals and objectives related to the online student experience and student retention.  
- Help to build a vibrant online student community through organizing virtual experiences and facilitating communications for online students.  

**Minimum Qualifications:** Prior work in higher education - Knowledge of social media - Critical thinking, problem solving and good judgment - Experience with student support and customer service. Prior work experience assisting non-traditional adult students in an online environment a plus - Understanding of online education - Self-motivated, with strong desire to reach out to students as well as others to establish rapport and build relationships - Passion and determination to educate and deliver exceptional service - Demonstrated proficiency in Microsoft Office, Salesforce, and navigating the Internet, using online applications - Outstanding organizational, communication, and interpersonal skills, confident phone presence, able to work collaboratively in a team environment - Ability to work on a flexible schedule, including evening and weekend hours - Fast learner, meticulous attention to detail and follow through  

**How To Apply:** To apply, go to www.cuny.edu, access the employment page, log in or create a new user account, and search for this vacancy using the Job ID or Title. Select "Apply Now" and provide the requested information.