



WALLA WALLA COMMUNITY COLLEGE POSITION DESCRIPTION

Name of Employee: Holly Cranston
Department: Student Success Center
Supervisor: Assistant Dean of Student Success

Date: 3/1/2022

JOB TITLE: Navigator / Opportunity Grant Coordinator

General Description:

The educational and career Navigator for Opportunity Grant is responsible for the effective and efficient management of the Opportunity Grant program at Walla Walla Community College including delivery of services to enhance the retention and completion results of students enrolled in Opportunity Grant services and pathways. These services include career exploration, educational planning, intrusive academic advising, general systems navigation, Opportunity Grant funding and funding triage for additional resources. The Navigator for Opportunity Grant also provides drop-in services for the Student Success Center including providing information on programs of study and assistance with finding appropriate financial resources to support students' educational plans.

Essential Functions:

Outreach and Communication

Collaboratively coordinate marketing, outreach and recruitment strategies for Opportunity Grant. Responsible for disseminating information about program services, providing information on degrees, certificates, courses, college policies and procedures, and campus resources. Serve as primary point of contact for Opportunity Grant including communications with State Board, respond to internal and external inquiries on policies, procedures, eligibility and services.

Advising and Direct Student Support

Provide resource navigation, educational planning and quarterly academic advising as well as ongoing student support. Assist students in establishing realistic and attainable academic and career goals; identify and implement plans for success including tracking students to ensure benchmarks satisfactory academic progress are met. Serve as an advocate for students in their relationships with instructors and administrators and coordinate instructional support services to meet the academic needs of students. Monitor academic progress of students, provide intervention and retention strategies and follow-up services for students referred by faculty.

Program Implementation and Coordination

Responsible for screening and enrolment of eligible students including eligibility verification, intake and onboarding of Opportunity Grant students. Facilitate the organization and instruction of the College Experience / Learning Community course for OG participants as needed. Maintain accurate and up-to-date enrolment, retention and completion data; develop reports and provide updates to internal and external stakeholders. Coordinate with Registrar's Office to confirm proper coding. Coordinate with Financial Aid and Business Services to ensure timely awarding processes; monitor grant budget to verify appropriate expenditures. Participate in advisory, college and community meetings, represent WWCC at statewide Opportunity Grant meetings; keep current with program updates, state and local trends, and identify best practices through training network. Assure that activities and objectives of the Opportunity Grant are met.

Competencies:

- Demonstrate excellent interpersonal and communication skills
- Contribute to cohesive and results-oriented team
- Contribute to a work environment that promotes diversity and uses diverse perspectives to enhance the attainment of goals
- Demonstrate an ongoing commitment to learning and professional development
- Ability to plan and manage time effectively; identify and handle competing priorities
- Serve as an effective communications link and reliable source of information for others
- Demonstrate respect and maintain strict confidentiality

Qualifications:

- Baccalaureate degree in guidance and counseling, social work, or related field
- Advising, counseling, and/or mentoring experience desired
- Experience working with under-prepared students in higher education environment desired
- Experience working with community partner agencies
- Bilingual English/Spanish desired

Supervisory/Managerial Responsibilities:

This position does not have supervisory responsibilities.

Budget Authority:

Monitor and operate within the allotted annual budget for Opportunity Grant.

Work Environment/Physical Demands/Travel Required:

Duties require the use of standard office furniture and equipment (e.g., desk, filing cabinet, computer, printer, telephone, fax machine, copy machines, etc.) The physical demand is similar to those associated with classroom teaching and office administration. Some travel between the Walla Walla and Clarkston campus.

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Signatures:

This job description has been approved by the following appropriate supervisor(s). By signing below, the employee acknowledges an understanding of the requirements, and essential functions and duties of the position.