

LC WORK SCHOLAR POSITION DESCRIPTION

Employment Levels

<i>Entry Level</i>	<i>Intermediate Level</i>	<i>Skilled Level</i>
Characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks and requiring direct supervision of worker results	Involves less direct supervision than entry level, more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.	Work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety, includes training others, and the expectation of contributions toward improvement of the way work is carried out.

In what employment level does this position fall (circle one)?

Entry Level

Intermediate Level (bold = circle)

Skilled Level

Work Scholar job title: Retention Assistant

Describe the duties of this position.

The duties of the Retention Assistant in the First Year Experience office is to assist, largely, through actively phone calling students in a deliberate effort to retain them as LCSC students. Other duties include providing support to the FYE offices initiatives inside and outside the classroom (i.e. SD107). Duties of this position include but are not limited to:

- Follow-up with Total Withdrawal students
- Reach out to Academic Suspension who are eligible to return
- Reach out to "Not Yet Registered" students to assist with the registration process
- Conduct a follow-up call to first-time freshmen to see how they are settling in at LCSC
- Supporting/promoting student success related events and initiatives
- Supporting in retention efforts through the SD107 courses (may include occasional presentations and/or mentoring inside or outside the classroom)

The information obtained through phone calling efforts of this position is critical to LCSC in:

- Better understanding student challenges
- Identifying potential ways that LCSC can better serve students in a general sense (course schedules, etc.)
- Receiving confirmation on what LCSC does well
- Identifying unique circumstances where students might need a little more assistance/attention

- Identifying barriers that can be removed to increase retention and degree completion

List the learning opportunities for this position.

- Increase customer service skills
- Learn how to effectively present information to others
- Gain better working knowledge of higher education and it's processes
- Learn how to help and serve others

What qualifications are required for this position?

- Ability to communicate clearly
- Ability to use a telephone
- Ability to research, execute and evaluate activities/topics/data
- Ability to use a computer and software
- Is an LCSC student

What skills are required for this position?

- Proficient in taking clear and concise notes
- Proficient in reading details
- Presenting material/information effectively to an individual or group
- Proficient in Microsoft Outlook (e-mail)
- Proficient in Microsoft Excel, Word, PowerPoint

Adapted with permission from Lewis-Clark Service Corps AmeriCorps and Berea College.