Position Description

Student Services Specialist

Working Title: Multicultural Affairs – Student Development Specialist
Hayes Hill Title/Level: Student Services Specialist/75% 12-month appointment
Position Reports to: The Associate Dean of Students, Student Advocacy and Responsibility

Position Summary:
Provide vision and direction for current progressive student development programs offered to students of color aimed at enhancing the university’s retention rate. Serve as a liaison and advocate for multicultural students. Duties also include collaborating with the Equity, Diversity, and Inclusion team and other offices on campus to develop appropriate programs which educates campus on multicultural and social justice topics. Some nights and weekends are required.

Roles, Duties, and Responsibilities:
- Create and facilitate opportunities including student leadership development and peer mentoring programs for students of color and which promote intercultural relations and social justice.
- Plan and provide programs which promote and encourage multicultural student development (such as, but not limited to, the Diversity Leadership Retreat, Peer Mentorship Program, Boxes and Walls, …)
- Hire, supervise, train and provide on-going in-service for student staff.
- Develop and manage grants for multicultural programming, outreach and education.
- Promote student of color participation in multicultural/diversity conferences (such as AMSLC).
- Serve as a member of a team developing campus-wide programs for student persistence and retention.
- Serve as an advocate for multicultural students, providing assistance and resources in academic and social engagement/development in the university and Twin Ports’ community.
- Provide support and sponsorship of on-going organizations and programs which enhance the academic experiences and campus life for students of color and other university students.
- Support the university effort to recruit and retain multicultural and disadvantaged students.
- Assess and report learning outcomes.
- Other duties as assigned.

Knowledge, Skills, and Abilities Required:
- Experience in providing student development programs and education on multicultural and racial issues.
- Working knowledge of academic support services and trends within the university environment.
- Experience presenting training to students, faculty, and staff on multicultural and social justice topics.
- Experience with sensitive and confidential information and records.
- Ability to effectively prepare and manage grants.
- Ability to advocate for equity, inclusion and social justice.
- Skill in communicating effectively, both orally and in writing, with students, faculty, and staff.
- Ability to establish and maintain effective relationships with campus staff, students, and community members.
- Ability to work nights and weekends.

Minimum Qualifications:
- Bachelor’s degree from an accredited institution.
- Two (2) years experience supervising and/or advising students of color and providing educational programming on topics such as multicultural affairs, global studies, and other related fields.
- Demonstrated experience with communities of color.

Desirable Qualifications:
- Master’s degree from an accredited institution.
- Specific professional experience in higher education and intercultural/multicultural/social justice.

Updated: Friday, July 20, 2012