



Job Description

Job Title: Navigator

JTC: CQY

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for providing outreach and intervention services for students to reduce time to completion of an academic-to-career pathway and reduce education related debt. Guides prospective students to and through the DCCCD system and beyond by providing referrals to career and wage level information, career pathways, and other college and community-based resources.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Requires a highly motivated team-player with the ability to deliver a high level of interactive customer service to students related to academic-to-career pathways. Ability to prioritize and effectively manage multiple projects simultaneously, proactively solving problems with a high degree of accuracy to achieve goals within or ahead of established timeframes. Integrated into all major functions are home/school/community assimilation; diversity and cultural competence; dropout prevention; incorporation of professional standards and best practice and compliance with regulatory requirements.

Possesses a student-centered advisement philosophy with experience working with student services and/or academic advising at the college level. Ability to help students adapt to their learning environment and guide them in making informed decisions regarding their educational and career goals. Exhibits an attitude of flexibility and adaptability relative to techniques of working with students, approaches to service, and technological systems supporting the services. Able to work in a team-centric, call center environment. Experience with at-risk populations.

Demonstrated ability to collaborate, interact with and develop relationships with individuals of diverse populations, including varying social, cultural, economic and educational backgrounds. Engages diverse individuals, groups, communities, and organizations to enrich the educational environment and experiences of students and other constituencies. Proven experience collaborating with faculty and other academic/ instructional staff. Commitment to creating an inclusive learning & work environment.

Experience working across functional areas. Able to be productive in time-sensitive and at times, high-pressured situations. Advocates for the creation, enhancement, and strengthening of programs and services that recognize and meet the student's academic needs. Actively participates in required college activities. Must understand college financial aid processes.



Strong interpersonal, organizational, problem-solving and critical thinking skills required. Attitude of optimism/able to inspire confidence in others. Consistently provides exceptional customer service that is responsive to the needs of the individuals, populations with distinct needs, and relevant constituencies.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

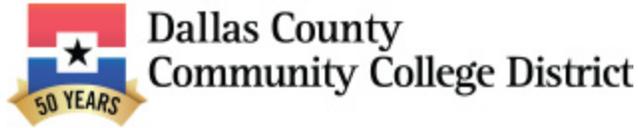
Bachelor's degree in related field plus four (4) years of related work experience. Official transcripts will be required. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. work day especially during heavy registration peak times or non-standard hours, i.e., 10:00 a.m. – 7:00 p.m. May be required to work occasional weekend and/or evenings. Ability to travel throughout the Dallas County region *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Ability to work with students to remove barriers that prevent the successful completion of their selected college pathway and assist them in setting tailored and measurable goals. Help prospective and current students persist in their college pathway by making college and community referrals as needed. Assists current students as they pursue benefits screening and application and other community services, as well as referrals to college-based services such as tutoring, financial aid, and enrollment assistance.

Implement and improve approaches used for ongoing contact with students to help them access needed academic, financial and social supports. Evaluate prospective, new, and existing students based on their needs, desires and limitations in order to make timely referrals to community and governmental resources. Communicate with students to address their concerns and goals, demonstrating a positive attitude and approach to problem resolution. Monitor student's progress with follow-up on referrals; maintain accurate records of referral status. Guide, connect and/or refer students to support services available at DCCCD colleges and surrounding Dallas community agencies that can help them stay in school regardless of the student's college affiliation. Connect students to community resources that increase their success in education and training.

Communicate with potential community service partners regarding support services offered at their location. Coach students to independently and strategically negotiate community, education, and employment resources that support their college and career success. Support persistence and career pathway development needs of students. Promote student success by participating in interdisciplinary teams that may include the Navigator, student, DCCCD college faculty and staff, employers, and other community-based stakeholders. Work hours that allow for prospective and current students access to the Navigator. Travel to DCCCD colleges to meet with faculty and student services staff.



Maintain a comprehensive knowledge of the various career pathways offered within the DCCCD community colleges as well as familiarity with DCCCD's academic programs, academic requirements, organizations and support services. Upholds DCCCD's policies and procedures and provide consistency across campuses. Must have high ethical standards, respect privacy and maintain confidentiality in all communications and records to the extent that such communications are protected under relevant privacy laws.

Must have excellent listening, oral and written communication skills in order to follow-up/communicate with a wide array of diverse stakeholders and constituents. Develop and maintain strong working relationships with student services to ensure consistency in process, policy and procedures.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.