

# Independence Community College

## Position Announcement

### Navigator

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Independence Community College (ICC) is seeking applications for the **Navigator**. Independence Community College is located in Southeast Kansas and serves approximately 3,000 full- and part-time students each year through its programs, courses, and services. Independence Community College is an Equal Opportunity Employer. ICC encourages diversity among its employees.

#### ***Position Summary***

The college is seeking a Navigator, an exempt employee reporting to the Director of Enrollment and Retention Management. This position will guide students to and through ICC and beyond by providing a high level of interactive customer service in the admissions and advising process to ensure student success.

#### ***Qualifications***

Bachelor's degree required from a regionally accredited institution of higher learning recognized by the U.S. Department of Education. Strong communication and interpersonal skills are required. The Navigator must have experience related to the scope of work and essential functions in this job description. This employee must espouse a collaborative work ethic and a philosophy of higher education that is compatible with the mission of a comprehensive community college. Either a copy of, or authorization for, a Motor Vehicle Record (MVR) is required. The ability to maintain insurability in driving a motor vehicle while working on behalf of the college is required.

#### ***Position Information***

Full-time, 12-month position; requires some evening and weekend work. Travel will include occasional overnight stays. Position also provides an excellent paid time off and health insurance benefits package.

#### ***Working Conditions/Physical Requirements***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the Recruiting Coordinator position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, but only after full disclosure by the applicant.

1. Position generally requires light work with occasional lifting of 30 pounds or more, carrying supplies, equipment, instruments and small tools. The job requires varying amounts of sitting, climbing, kneeling, standing and walking.
2. Ability to sit and stand for extended periods of time. Requires constant hand grasp and finger dexterity; frequent sitting and standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
3. Ability to communicate verbally and in writing.
4. Work will be in indoor and outdoor settings; driving a college vehicle will be required
5. Must possess a valid, current driver's license.

#### ***Application Procedures***

Position is open until filled. Candidates whose education and experience match or exceed the job requirements may either apply on-line at [www.indycc.edu/hr/](http://www.indycc.edu/hr/) or email a complete application packet which includes the following to [jobs@indycc.edu](mailto:jobs@indycc.edu).

- In the body of the email
  - Cover Letter
- PDF files attached to the email
  - Résumé
  - Transcripts (unofficial copies are acceptable for consideration, but official copies will be required for employment)
  - Three references with contact information
  - A signed and completed Independence Community College application form (application forms can be downloaded from the employment page)

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#### ***Responsibilities, 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 have an understanding of 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.

#### ***Specific Duties:***

1. 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 with college-based services such as tutoring, financial aid, and enrollment assistance.
2. 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 ICC and surrounding Independence community agencies that can help them stay in school. Connect students to community resources that increase their success in education and training.
3. Support persistence and career pathway development needs of students. Promote student success by participating in interdisciplinary teams that may include the Navigator, student, ICC faculty and staff, employers, and other community-based stakeholders. Work hours that allow for prospective and current students access to the Navigator.
4. Maintain a comprehensive knowledge of the various career pathways offered at ICC as well as familiarity with ICC's academic programs, academic requirements, organizations and support services. Upholds ICC's policies and procedures, and provide consistency across campus. 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.
5. 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.
6. Performs other duties as assigned.

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***General Responsibilities***

1. Clarity of thought and expression in oral and written communications.
2. Time management skills, including ones' own work and that of subordinate associates.
3. High degree of organizational skills. Able to manage multiple deadlines, tasks, projects, and assignments.
4. Ability to handle stressful situations and overlapping priority demands.
5. Ability and willingness to assist in the development and implementation of new recruiting procedures.
6. Electronic media literacy.
7. Ability and willingness to work in cross-divisional settings.
8. Requires the ability to drive to school visits in the service area on a regular basis.
9. Insurable on the college's vehicle policy.
10. Strong communication and interpersonal skills and ability to interface well with public.
11. Timeliness of reports and communications.
12. High degree of ethical standards, including adherence to general rules of safety, procedures and fair labor standards.
13. Collaborative, collegial, and responsible work habits.
14. A commitment to high professional standards, including professional growth.
15. Work requires excellent computer skill with great accuracy in input.
16. Duties require minimal physical demands, with the ability to lift up to 30 lbs.
17. Duties are performed in a standard work week timeframe, but may require non-traditional work hours.
18. Requires knowledge to accomplish comprehensive tasks utilizing established policies and procedures.
19. Requires the ability to apply the principles, practices and methods of a professional or administrative field to recurring projects.