



Position Description

Position Title: Student Success Specialist
Department: Student Services
Reports To: Dean of Student Services
Status: 0.4 FTE, hourly (Approximately 20 hours per week during the Fall & Spring semesters)
Called Position: No
Revised: December 2025

Position Summary

The Student Success Specialist provides support across multiple student services offices, aiding with enhanced student success, retention, sense of belonging and ultimately student satisfaction. This role offers individualized guidance and support for students as well as office coverage in the departments as needed. The position is designed to deliver proactive, student-centered care while improving operational efficiency and managing staff workload. This position requires a proactive, adaptable, and service-oriented individual who can efficiently manage multiple responsibilities while fostering meaningful connections with students and support services.

PRIMARY RESPONSIBILITIES

Student Support & Advocacy

- Individualized guidance and support for students who have academic and non-academic concerns. This may include, but not limited to the following:
 - College readiness skills: writing skills, reading comprehension, study skills, and note-taking strategies, test-taking skills
 - Executive functioning skills: time management, setting priorities, organization, setting goals
 - Navigating common emotional challenges and referring to clinical mental health counseling as necessary
 - Addressing family and peer relationships
 - Navigating challenges of independence
- Provide accurate information regarding institutional policies, deadlines, and processes so that students can make informed decisions.
- Connect students with appropriate campus or community resources and follow up to ensure successful engagement with designated referrals.
- Serve as a resource or short-term, solution focused support to students and/or families navigating challenging circumstances
- Contribute to early alert and retention initiatives, collaborating with the Dean and other Student Services team to support our at-risk populations.

Administrative Support

- Assist with coverage and support in the Student Services departments.
- Have availability for walk-in requests or crisis support.

- Support student success efforts by maintaining a caseload of at-risk students and providing academic and non-academic support as needed.
- Maintain accurate records of student interactions and referrals.
- Collaborate with campus partners to share information and improve processes.

Leadership & Strategy

- Support special projects, outreach campaigns, and student success initiatives.
- Assist with events such as orientation, registration, and open houses.
- Collaborate with student services team members to better support students and create efficient and processes and communications.

Collaboration, Consultation, & Education

- Maintain appropriate confidentiality of student interactions, collaborating and consulting as necessary with applicable faculty and staff following FERPA guidelines.
- Accurately document student interactions and referrals, providing data to the Dean of Student Services as requested.
- Serve as a key member of the student services team, collaborating with the team and contributing to an integrated, holistic support system
- Provide case-management support services in a variety of situations, which may include, but are not limited to: hospitalizations, injury recovery, loss of a friend or family member, medial or mental health paus, and designated BIT/CARE team cases.
 - Collaboration with the provider/program to ensure the student is meeting the requirements outlined in their care plan.
 - Provide ongoing support to the student through periodic meetings and report any concerns to the appropriate administrator.
 - Maintain a collaborative relationship and ongoing communication with referral sources, acting as a resource and partner in student care.
 - Maintain cooperative and collaborative relationships with staff, students, and faculty regarding on-going support, following applicable FERPA and privacy regulations.
- Remain competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development seminars, and attending training/courses/conferences as needed for continuing professional development.

Compliance, Policy Development & Documentation

- Maintain confidentiality of all student interactions and health records, following applicable FERPA regulations and privacy policies.
- Accurately document student interactions, referrals, and collaborative conversations.
- Support the other team members in developing and updating standard operating procedures and departmental policies that align with legal and best-practice standards.

Assessment, Data Reporting, & Budget Management

- Assist in preparing monthly data reports with relevant metrics and an end of semester summary for the Dean of Student Services; it may be used in Board of Regents meetings/reports.
- Advocate for budget needs as necessary in collaboration with the Dean of Student Services.

Other

- Support the mission, vision, and values of WLC by assuming other responsibilities that may arise and/or are assigned by the Dean of Student Services and/or the Vice President of Student Life
- Serve on college committees as requested and in alignment with the role.

QUALIFICATIONS

Education and Experience

- Bachelor's degree in education, counseling, social work, or related field; Master's degree preferred.
- Minimum of 2 years of relevant work experience.
- Prior experience working with college-aged students or within a higher education setting is strongly preferred.

Knowledge, Skills, and Abilities:

- Excellent interpersonal and communication skills, with the ability to work collaboratively with students, faculty, and staff.
- Proven ability to work with students who have a variety of academic and non-academic needs; treating each student with gentleness, patience, love, and respect.
- Demonstrated strength in organization skills and the ability to set expectations, track, and provide clear feedback, coaching, mentoring, and appropriate encouragement.
- QPR or Mental Health First Aid training/certification or similar training is strongly recommended.
- Ability to work effectively under pressure and in challenging situations, thinking critically and creatively to resolve issues and advocate for the needs of students.
- Excellent service orientation, attitude, and passion to consistently serve others, particularly students and team members.
- Goal driven, results-focused, solution-oriented, and committed to executing and delivering services.
- Must have the ability to work independently, be resourceful, solve problems, and proceed to accomplish objectives without supervision, yet exercise judgment on when to escalate to appropriate WLC mission partner.
- Strong organizational skills with the ability to manage multiple priorities in a fast-paced environment.
- Computer literacy skills (i.e. Microsoft Office Suite); ability to use standard office tools for workflow efficiency.
- Knowledge of state and federal regulations, including FERPA, health privacy, and record retention laws.
- Commitment to continuous learning and professional development
- Hold a strong commitment to the values and mission of Wisconsin Lutheran College with a deep desire to support its growth and success.
- A member in good standing with the WELS/ELS preferred

Physical Requirements/Working Conditions:

- Occasional evening/weekend work required for relevant events, orientations, and crisis support
- Ability to lift and move objects up to 10 pounds.
- Ability to stand for extended periods of time and move throughout the campus to different offices.
- Must hold a valid driver's license and maintain insurability to drive on behalf of the College

As with all positions at Wisconsin Lutheran College, this position requires the incumbent to perform his/her responsibilities in a manner consistent with the overall mission and core values of Wisconsin Lutheran College, as defined through its affiliation with the Wisconsin Evangelical Lutheran Synod (WELS)