

Southwest Tech is committed to providing a welcoming environment and a sense of community where all employees can experience success. We empower and inspire all members of the Southwest Tech community to embrace differences, defend human dignity, and respect the richness of values and ideas that each person brings to the college.

POSITION	Student Success Specialist [Full-time, Benefitted]
APPLY BY	March 25, 2025
HIRE DATE	To Be Determined
DIVISION	Marketing and Recruiting
REPORTS TO	Chief Communication Officer
CLASSIFICATION	Hourly (Non-Exempt)
POSTING DATE	March 6, 2025

SUMMARY

The Student Success Plan Specialist plays a critical role in guiding prospective students—both high school and adult learners—through the transformational journey of building a student success plan that leads to behavioral change and long-term career success. This position ensures that students recognize the value of structured planning by helping them create clear pathways to high-wage careers through career assessments, financial planning, and academic roadmaps with built-in support services.

Understanding that students, especially working adults, often struggle to fit education into their busy lives, this role requires flexibility in scheduling, including evenings and weekends—meeting students on their terms rather than expecting them to adjust to ours. A successful candidate will have the ability to build trust, nurture relationships, and connect meaningfully with students at all stages of life, particularly those who are juggling work and education.

Additionally, the specialist will spend considerable time recruiting in high schools, working closely with students, parents, counselors, and school administrators to promote dual enrollment opportunities and help students see how college can fit into their future. This includes delivering presentations, meeting one-on-one with students, attending high school events, and collaborating with K-12 partners to ensure a smooth transition to postsecondary education.

Beyond high school engagement, the specialist will also find innovative ways to connect with working adults, helping them see how upskilling can lead to better wages and economic growth for Southwest Wisconsin. This includes outreach to employers, community organizations, and workforce partners to ensure students have the resources, mentorship, and guidance necessary to pursue educational opportunities that align with industry needs. Spanish-speaking ability is a plus, helping to expand access and support for diverse student populations. This employee will work 11:00 - 7:30 Monday-Wednesday and 8:00 - 4:30 Thursday-Friday.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE

- **Recruit and support students:** Spend significant time recruiting in high schools and working with students, parents, and counselors to promote dual enrollment opportunities and college pathways. Provide career exploration guidance and help students develop success plans aligned with high-wage careers.
- **Facilitate student success planning:** Assist students—both high school and adult learners—in creating structured academic, career, and financial plans. Interpret career assessments, transfer credits, and articulated credits to ensure students have clear pathways to completion.
- **Engage with high schools and the community:** Represent the college at high school visits, career fairs, and events to increase awareness of technical education. Collaborate with K-12 partners and workforce organizations to ensure smooth transitions for students.
- **Support student retention and persistence:** Identify and address barriers to student success through intervention strategies, academic alerts, and personalized support. Connect students to advising, academic resources, financial planning, and student services.
- **Collaborate across college departments:** Work closely with deans, advisors, faculty, and enrollment staff to ensure accurate registration, course scheduling, and student support services. Troubleshoot challenges to ensure student success.

- Promote lifelong learning: Engage with working adults, helping them understand how education fits into their lives and career advancement goals. Build trust and develop outreach strategies to increase participation in technical education.
- Maintain compliance and best practices: Stay up to date on college policies, enrollment processes, and FERPA regulations while continuously improving advising and recruitment procedures.
- Maintain flexibility: Recognizing that students often need support outside traditional hours, be available for evening and weekend outreach to meet students where they are.

TRAINING AND EXPERIENCE

- Associate's degree in an education, counseling, workforce development, or a related field and at least three years of relevant experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
- Career Development Facilitator Certification (or willingness to obtain within one year of hire).
- Bilingual proficiency in Spanish is a plus, supporting efforts to expand access and engagement with diverse student population

KNOWLEDGE

- Knowledge of Southwest Tech programs, workforce trends, and economic development initiatives in Southwest Wisconsin preferred.
- Strong understanding of career exploration resources to assist students in aligning their academic pursuits with career goals that lead to high-wage employment.
- Familiarity with adult learning theory and the unique challenges faced by non-traditional and working adult students in accessing and completing postsecondary education.
- Knowledge of student success principles, including coaching strategies, behavioral change models, and student engagement techniques tailored to diverse learner needs.
- Understanding of higher education policies, financial aid, and enrollment procedures, including dual credit and transfer options.
- Experience in community outreach, employer engagement, and workforce development to support career pathways and economic mobility for students.
- Knowledge of crisis intervention techniques to respond effectively to students experiencing academic, financial, personal, or emotional challenges.
- Awareness of culturally responsive advising practices and an ability to connect with students from diverse backgrounds, including first-generation students and English language learners.

SKILLS

- Exceptional relationship-building and trust-development skills, especially in working with students balancing employment, family responsibilities, and education.
- Strong coaching and mentoring abilities, using student-centered strategies to guide learners in making informed academic, career, and financial decisions.
- Highly flexible and adaptable approach to accommodate students' availability, including evenings and weekends.
- Excellent communication skills, with the ability to explain complex academic and career planning concepts in a clear, supportive, and engaging way.
- Proactive problem-solving and conflict resolution skills, helping students navigate barriers to academic success.
- Strong data literacy, with the ability to track student progress, analyze trends, and use insights to improve student retention and completion.
- Organized and detail-oriented, able to manage multiple projects, track key deadlines, and maintain accurate records while working both independently and collaboratively.
- Proficiency in technology and student success platforms, including CRM tools, student information systems, virtual advising software, and data collection platforms.
- Bilingual proficiency in Spanish is a plus, supporting efforts to expand access and engagement with diverse student populations.

PHYSICAL REQUIREMENTS STATEMENT

- Southwest Tech is committed to creating an inclusive and accessible workplace. While certain job roles may require physical capabilities, we welcome applicants of all abilities and are committed to providing reasonable accommodations throughout the hiring process and in the workplace.

APPLICATIONS

Internal and External applicants complete and submit the online employment application at www.swtc.edu/jobs

For questions regarding the application process, or if you need an accommodation, please email Human Resources at humanresources@swtc.edu or **608.822.2314**. (TDD: 608.822.2072)

SALARY RANGES

Hourly B23: \$42,711.17 - \$55,525.36

BENEFITS/SERVICES

Our comprehensive benefit package includes the following and much more:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long-Term Disability
- Health Savings Account
- Health Club Access
- Wisconsin Retirement System Contribution
- On-campus day care (hourly rate charged)
- College Savings Program
- Additional Voluntary Benefits
- Paid Time Off

SELECTION PROCESS

The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer may be subject to completion of a criminal background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.