



EMPLOYMENT OPPORTUNITY

Date: October 2021

Open until filled

If you have questions regarding this position, please contact Jessica Taylor jltaylor@multnomah.edu 503.251.6440

Job Title: Director of Student Engagement

Reports To: Vice President of Diversity & Inclusive Development

Mission: *Assist in coordinating and facilitating the existing retention efforts and lead in the creation and implementation of events and strategies to increase and support retention and success of students. Including the compilation and assessment of student data reports and student satisfaction surveys for all populations of students and serves as an advocate to interact with students as it pertains to student service issues, providing guidance to first time entering freshmen as they transition into the university.*

Primary Responsibilities:

Lead Retention Education Campus Wide and Surveys - Create, oversee and conduct various surveys (and focus groups as necessary) institutionally on an annual basis and serve as the repository for data that is strategic to the institution as it relates to retention. Utilize data to inform the campus community.

- Administer and analyze the Entering Student Survey annually within the first month of school each Fall.
- Administer and disseminate results of the Entering Student Survey (ESQ) each Fall.
- Administer, disseminate, and ensure follow up on the Student Satisfaction Index (SSI) annually.
- Conduct the Employee Retention Survey every 3 years.
- Administer, analyze, and follow up with the Senior Exit Survey/Debrief each semester.
- Conduct 2-3 annual employee trainings each year specifically oriented towards retention.
- Administer and disseminate results of the Student Exit Survey (GSQ) each Spring.
- Collaborate with enrollment related departments on retention related activities/services.
- Collaborate with Student Life on retention strategies.
- Stay current on best practices in retention strategies.
- Provide communication and analysis on retention surveys/feedback.
- Conduct student focus groups as needed.
- Generate information from materials and reports.
- Assist in the coordination of enrollment related communication with students.
- Attend University events as needed.
- Participate in committee work.
- Prepare annual budget and annual report for Vice President of Diversity and Inclusive Development.

Student Experience Advocate – Serve as a liaison between the student and senior administration and represent student concerns as they pertain to student service-oriented issues.

- Be available to meet with students as concerns are raised.
- File advocacy reports as different concerns or issues are expressed to record and route them accordingly to the appropriate party and the VP of Diversity and Inclusive Development.
- Provide follow up to the specific party that reports are routed to and update the student as needed.
- Ensure proper closure occurs with each advocacy report.

Outreach Coordinator – Serve as one of the very first points of contact for new students.

- On-board first-time entering freshman in coordination with Admissions.
- Coordinate, develop, and follow a communication plan for all newly accepted first-time entering freshmen.
- Proactively meet with/speak with new students before their arrival on campus, and throughout their first year.
- Introduce the students to Multnomah departments and services.
- Provide academic advising for the first year and assist in class registration for the first semester.
- Ensure a smooth handoff to the Registrar's Office for the Sophomore year.

MULTNOMAH UNIVERSITY

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Communication Skills and Work Habits – Maintain a Christ-like testimony in all aspects of the job.

- Communicate openly and clearly in a Christ honoring and congenial manner, both within the department and to those outside the department.
- Represent Multnomah well in dress, grooming and actions.
- Show discernment in the use of time and exhibit punctuality.
- Communicate regularly and openly with Supervisor.
- Encourage an atmosphere of unity and collaboration among university departments.
- Attend university commencement at least once every three years.

Qualifications:

Job-specific Requirements:

- Bachelor's degree.
- Possess proficient communication skills both written and verbally. Must possess the ability to communicate warmly and possess good listening skills.
- Maintain extreme confidentiality.
- Exhibit excellent interpersonal skills, including discernment, complete confidentiality, and sound judgment.
- Proven proficiency with statistics and numbers and in communicating them.
- Possess strong organizational and planning skills.
- Able and willing to work irregular hours, including nights and weekends, as needed.
- Able to work independently, showing resourcefulness and initiative.
- Act with integrity and professionalism.
- Competent with computers and integrated computing systems. Must possess excellent skills in Excel.
- Preferred experience with databases.

General Employment Requirements:

Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah contain the following relating to required personal qualities:

- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution's doctrinal statement.
- Employees will believe the Bible is God's Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be a Christian role model in attitude, speech and actions towards others. This includes being committed to God's biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

**This is a full-time support staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment.
A generous Employee Tuition Grant is available after 1 year of employment.**

To Apply, find the application link here: www.Multnomah.edu/Careers

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