



**Student Support Specialist**  
**Program Research, Analysis & Development**  
*Bilingual – fluent English and Spanish, required*  
**Part-Time, Grant funded**

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Job Order 601719  
July 11, 2017

**Department:** Student Support Services  
**Salary Grade:** PD  
**Position #:** 07100168

**Reports To:** Manager, Student Support Services  
**Travel:** Day travel to Casa ALBA. Shared office space between NWTC and Casa ALBA Melanie, Hispanic Community Resource Center

**LOCATION:** Green Bay Campus and Casa ALBA Melanie, Hispanic Community Resource Center

**HOURS:** Monday through Friday up to 24 hours per week; flexibility required to meet student needs.

**STARTING RATE OF PAY:** \$18.18/hour

**Note:** This position is currently grant funded with an anticipated end date of June 30, 2018. Future program growth opportunities may exist upon meeting goals of 1<sup>st</sup> year grant and securing additional grant dollars.

**Required online application available on website:** [www.nwtc.edu/jobs](http://www.nwtc.edu/jobs)

**Location:** Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

*The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.*

#### **POSITION SUMMARY**

In collaboration with Casa ALBA Melanie staff, NWTC staff and external partners, this position will lead programming for the Casa ALBA – “Education: A Better Chance for Hispanics” grant project, which includes conducting a needs assessment, gap analysis, overseeing program deliverables, evaluation, and providing a report of findings. This program will focus on developing and delivering support programs focused on post-secondary awareness for Hispanic school-aged youth and families, based off needs assessment, with the potential to grow other areas of programming based on continued funding.

#### **ESSENTIAL FUNCTIONS**

##### **Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

##### **Essential Functions Statement(s)**

##### **Program Research, Analysis & Development (Duration = First Six Months)**

- Monitor progress, facilitate improvement processes, and report on the impact of Casa Alba – Education: A Better Chance for Hispanics grant project, funded through the Green Bay Community Foundation.

- Collaborate with numerous staff and departments throughout the college, as well as external partners in order to assess processes, conduct needs assessments and gap analysis, to determine next steps for program development, growth and implementation.
- Arrange meeting details for steering and implementation teams, as well as other sub-group meeting.
- Coordinate and facilitate focus groups, statistics of community population and other research projects in order to translate data into visual documents (e.g., table, charts, graphs, etc.) that are easy to understand.
- Compile, organize and summarize information from internal and external sources for use in evidence-based decision making. Responsible for accurate documentation and tracking procedures according to grant guidelines.
- Provide direction to consultants engaged in project development, implementation, and evaluation.

### **Case Management/Program Coordination (Duration = Remainder of the Grant)**

- Program coordination and case management of NWTC Student Support Services programming and at-risk populations. Develop and deliver programming based on the findings from the needs assessment.
- Develop and maintain relationships with external agencies, to include community service agencies, K-12 school systems, etc. Serve as the point of contact with Casa Alba and external partners.
- Excellent bilingual Spanish written and oral communication skills. Must be highly organized, detail oriented, and able to meet deadlines.
- Strong commitment to creating and maintaining an environment of inclusion and diversity, to include sensitivity to populations from diverse socio-economic and racial backgrounds.
- Assist in the preparation of reports for grants, providing grant activity progress and outcomes. Maintain accurate data on student population served in order to prepare other reports as needed.
- Future program growth opportunities may exist upon meeting/exceeding grant objectives within the first year of grant and upon securing grant funds.

### **POSITION QUALIFICATIONS**

#### **Competency Statements (s)**

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Energetic - Ability to work at a sustained pace and produce quality work.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.

### **SKILLS & ABILITIES**

**Education:** Minimum of an Associate's Degree in field related to education, sociology, or human services field. Bachelor's Degree preferred.

**Experience:** Minimum of 2 years of experience with targeted populations of Northeast Wisconsin. Direct occupational experience in education, or human service occupations preferred. Analytical and problem solving skills with the ability to interpret and convey detailed information and processes to others. Attention to detail and accuracy in collecting and reporting data.

*\*\*An equivalent combination of education and work experience may be considered*

**Other Requirements**

*Bilingual – fluent English and Spanish.*

**Computer Skills:**

Microsoft Office Suite

**PHYSICAL DEMANDS**

N – Not Applicable

O – Occasionally – up to 33 percent of the time or 0 to 2.5 hours per day

F – Frequently – 33 to 66 percent of the time or 2.5 – 5.5 hours per day

C – Constantly – more than 66 percent of the time or more than 5.5 hours per day

<b>Physical Demands</b>		<b>Lift/Carry</b>	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	O (Occasionally)	21-50 lbs	N (Not Applicable)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	N (Not Applicable)	<b>Over 100 lbs</b>	N (Not Applicable)
Reach Above Shoulder	N (Not Applicable)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	N (Not Applicable)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)
Squat or Kneel	N (Not Applicable)	26-40 lbs	N (Not Applicable)
Bend	N (Not Applicable)	41-100 lbs	N (Not Applicable)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.