



JOB TITLE: Mid Mentor

JOB CODE: Hourly

Department Name: Student Services
Reports To: Assoc. Director of Recruitment & Retention
Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt
Pay: Grade 6, Per ESPA Agreement
Last Revised: June 2019

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

Mid Mentors provide prospective and current Mid Michigan College students exceptional experiences and services. They function as single-points-of-contact for institutional questions and concerns, with an overall interest in promoting student success and retention. Mentors provide student-focused communication, service, and assistance from the time students apply until they complete. They are dedicated to developing rapport with students and providing personalized, clear, and compassionate communication and support throughout students' educational careers at Mid. The Mentors also assist students with planning their semester course schedules, registration, and financial aid appeals. They provide advising and assistance to students to create or update degree completion plans. They also work to provide information from various College divisions in order to improve clarity of communication and ease of follow-up.

ESSENTIAL JOB FUNCTIONS:

1. Work extensively to facilitate a positive experience for their assigned student caseload.
2. Provide accurate academic advising to Mid Michigan College applicants and students about the college and its programs and services. Keep current with changes in curriculum and with other institutions' transfer requirements for Mid students. Verifies completion of appropriate prerequisites for courses.
3. Provide information to students regarding Mid's matriculation process, as well as other advisement and registration procedures as needed.
4. Provide relevant services designed to convert applicants to registrants (campus tours, individual meetings, email/phone follow ups, etc.).
5. Promote retention and completion for all Mid students by monitoring educational progress, engaging in proactive outreach, and assisting with reactive interventions as needed.
6. Serve as primary institutional point of contact for all applicants and students, connecting them to other departments on campus to support educational access, planning, and retention (tutoring, financial aid, etc.).
7. Establish and maintain cooperative working relationships with faculty, administrators, students, public and private organizations, and others in order to connect students to relevant assistance and resources.
8. Provide coaching and mentoring to students during their experience at Mid, approaching student challenges with empathy and competence.
9. Work with students who are at-risk or facing barriers to their academic success, including assistance with financial aid appeals and providing appropriate referrals to other relevant college resources. Calculates SAP (Satisfactory Academic Progress) using Excel software to determine the impact of dropping or adding classes as well as determining the point in time in which eligibility for SAP can be obtained. Assist students in gathering and preparing specified documents required for financial aid appeals and/or warnings, documenting all related circumstances and completing all related paperwork.

10. Assist in the development and execution of dynamic orientation events each semester for incoming first-time Mid students.
11. Take active leadership roles in the Mid Michigan College learning community, offering feedback and working collaboratively with other departments as needed to best serve students.
12. Identify students who need academic or personal assistance (through RMS) and refer to internal and external services accordingly.
13. Facilitate FYE course contingent upon individual qualification and student demand.
14. Provide consistent advice, encouragement and support to students related to their educational and career goals.
15. Assist in the development and implementation of departmental objectives, policies, procedures and standards; recommends changes to departmental procedures as necessary to improve the efficacy of the institution's goals and initiatives.
16. Support and serves as a role model for our mission, vision, values, and customer service initiatives. Adheres to the organization's policies & procedures and compliance guidelines. Ensures compliance with all federal and state regulations.
17. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) a federal consumer protection law, your job position entails functions that meet the definition of Campus Security Authority (CSA), CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to the directly, through third party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations.*
18. May perform other duties and responsibilities as assigned within the scope of the position or level of expertise.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Strong organizational and time management skills.
- Able to respond to student inquiries with thoughtfulness, intelligence, timeliness, and empathy.
- Engaging and inspiring personality.
- Outstanding ability to provide high-quality, clear, constructive, personalized feedback to students
- Ability to use computers, programs & general office equipment.
- Ability to work both as a member of a team and work independently, with minimal supervision.
- Strong customer service skills.
- Problem solving skills.
- Ability to work effectively in a high volume fast paced environment with accuracy.

Education, Certification, Licensure:

- Bachelor's degree in a related field required.

Experience:

- College mentoring, academic advising, or equivalent experience required.
- Previous work experience in a community college environment preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other college locations for meetings.
- There may be occasional travel for conferences/training.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 50 pounds).

- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the Associate Director of Recruitment & Retention.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____