



PROFESSIONAL POSITION DESCRIPTION

Position Title: Student Persistence & Outreach Coordinator

Department: Dean of Students

Schedule: Hybrid Position – In-person in Bangor with some remote flexibility

Work Year: Full-Time, 40 hours per week, 9-Month Contract (AY '26-'27- September-May)

Reports to: Associate Dean of Students

STATEMENT OF THE JOB:

The Student Persistence Specialist & Outreach Coordinator plays a critical role in advancing student persistence, success, and completion at the University of Maine at Augusta (UMA). This position provides proactive, holistic, and student-centered support to students experiencing academic, financial, personal, or wellness-related challenges that may impede their success.

Through early intervention, resource coordination, and individualized support, the Coordinator works collaboratively with students, faculty, staff, and community partners to identify barriers to success and degree completion. The position serves as a key member of the institution's student success network and CARE Team, utilizing data-informed practices to improve student outcomes, promote engagement, and increase retention and graduation rates.

The Coordinator manages student intervention systems, tracks outcomes, identifies trends, develops targeted persistence initiatives, and serves as a liaison among academic and student support departments to ensure students receive timely and effective assistance.

ESSENTIAL FUNCTIONS:

1. Student Outreach and Resource Coordination

- Conduct proactive outreach to students identified through EdSights, CARE referrals, faculty and staff alerts, academic progress reports, attendance concerns, and other early intervention systems.
- Meet with students individually via phone, email, virtual platforms, and in person to assess needs, identify barriers to success, and develop individualized action plans.
- Provide ongoing resource coordination and follow-up support to students experiencing academic, financial, personal, behavioral, wellness, or basic needs challenges.
- Monitor student progress and maintain regular communication to encourage persistence and accountability.
- Support students in developing self-advocacy, goal-setting, problem-solving, and help-seeking skills.
- Assist students in navigating institutional policies, procedures, and available support resources.



2. Persistence and Student Success Initiatives

- Develop and implement targeted persistence strategies for students identified as academically at risk or belonging to populations with historically lower persistence rates.
- Design and facilitate workshops, presentations, and educational programming focused on student success, time management, academic resilience, financial wellness, and resource awareness.
- Identify gaps in student support services and recommend interventions or initiatives to improve student success outcomes.
- Collaborate with institutional stakeholders to develop and implement retention campaigns and student engagement initiatives.
- Assist in planning and executing orientation, onboarding, and transition programming for new and returning students.

3. CARE Team and Student Support Coordination

- Serve as an active member of UMA's CARE Team and student support network.
- Coordinate response efforts for students experiencing crises or significant barriers to academic success.
- Facilitate referrals and warm handoffs to appropriate campus and community resources.
- Provide updates regarding student cases and intervention outcomes while maintaining confidentiality.
- Assist in developing coordinated support plans involving multiple campus offices.

4. Resource Navigation and Community Partnerships

- Maintain comprehensive knowledge of campus and community resources available to students.
- Build and sustain partnerships with community organizations supporting food security, housing stability, transportation, healthcare, mental health, childcare, employment, and emergency assistance.
- Serve as a liaison between UMA and external agencies to strengthen wraparound services and support networks.
- Connect students to appropriate resources and monitor utilization and outcomes.

5. Collaboration and Consultation

- Collaborate closely with Academic Advising, Financial Aid, TRIO, Counseling Services, Disability Services, Student Accessibility Services, Academic Support Services, Faculty, Enrollment Management, and other campus partners.
- Consult with faculty and staff regarding student concerns and intervention strategies.
- Participate in multidisciplinary meetings focused on student success and retention efforts.
- Assist faculty and staff in identifying emerging student needs, trends, and best practices related to student persistence and completion.



6. Data Management, Assessment, and Reporting

- Maintain accurate and confidential records of student interactions, interventions, referrals, and outcomes in accordance with FERPA and institutional protocols.
- Manage and maintain resource coordination systems, student success software, and intervention tracking platforms.
- Monitor student engagement and progress using institutional data systems.
- Generate reports and dashboards to assess intervention effectiveness and identify trends impacting retention.
- Analyze data to inform outreach strategies, program development, and continuous improvement efforts.
- Collaborate with Institutional Research and campus leadership to support retention planning and assessment activities.

7. Outreach and Communication

- Develop and implement communication campaigns designed to increase student engagement and awareness of available resources.
- Conduct outreach to prospective participants for student success initiatives and persistence programs.
- Create and distribute educational materials, resource guides, and informational communications.
- Assist with marketing and promotional efforts related to student success programming.

8. Professional Responsibilities

- Maintain current knowledge of best practices in student persistence, resource coordination, student success coaching, and higher education student support.
- Participate in professional development opportunities and required institutional training.
- Serve on institutional committees and working groups as assigned.
- Promote a culture of student-centered service, equity, inclusion, and belonging.
- Perform other duties as assigned.

Note: UMA reserves the right to change or assign additional duties as necessary.

SUPERVISORY RESPONSIBILITIES: This position does not have supervisory responsibilities.

BUDGET RESPONSIBILITIES: This position is not directly responsible for budget maintenance.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional relationship-building and customer service skills.
- Ability to manage multiple priorities and complex student situations simultaneously.
- Strong analytical and problem-solving abilities.
- Ability to work independently and collaboratively within a team environment.



- Strong presentation and facilitation skills.
- Ability to exercise sound judgment and discretion when handling sensitive matters.
- Commitment to fostering student engagement, persistence, and success.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Minimum of two years of experience working with students in higher education setting, ideally in student affairs, advising, or facilitating academic success.
- Demonstrated commitment to student success and persistence.
- Strong interpersonal, communication, and organizational skills.
- Ability to work effectively with diverse student populations.
- Experience managing confidential information and sensitive student situations.
- Proficiency with student information systems, case management software, databases, and Microsoft Office applications.

DESIRED QUALIFICATIONS:

- Master's degree
- Experience with student success technologies such as EdSights, Navigate, Starfish, EAB, Maxient, or similar platforms.
- Experience working with students experiencing academic, financial, mental health, or basic needs challenges.
- Familiarity with trauma-informed, strengths-based, and equity-minded approaches to student support.
- Experience utilizing data to inform interventions and program assessment.
- Knowledge of higher education retention theories and best practices.
- Teaching experience

WORKING CONDITIONS:

The individual in this position should be able to perform in the following working conditions with or without accommodation:

- Work in an office setting.
- Frequently sit at a desk and operate a computer.
- Frequently communicate with internal and external partners in person, by phone, and electronically.

For Human Resources Use

Date Approved: 7/29/26

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Department Code: ADESS

Job Family: 18 – Academic Student Services



Salary Band: 1
Unit: UMPSA
Position #: 00025179