

Student Success Navigator, City College for Municipal
Employment
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=255323>

Downloaded On: Apr. 3, 2025 7:01pm

Posted Apr. 1, 2025, set to expire Jul. 31, 2025

Job Title Student Success Navigator, City College for Municipal
Employment

Department All Jobs

Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Apr. 1, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Student Affairs

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Apply By Email

Job Description

Posting Details

Position Information

Position Title: Student Success Navigator, City College for Municipal Employment

Requisition Number: SCA00828



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General Description

The City College for Municipal Employment is a strategic community and workforce initiative in partnership with the City of Philadelphia, Philadelphia Works, and the School District of Philadelphia that prepares Philadelphia residents for municipal jobs. Reporting to the Associate Director, the Student Success Navigator, provides high-quality recruitment, intake, onboarding, orientation, and bridge experiences designed to get students off to a solid and supported start. The Success Navigator will work with the entire City College Academy team, Enrollment Management, Educational Support Services, and other areas at the College to successfully take students from the application and enrollment process through orientation, bridge, and onboarding, providing a broad range of guided supports and services to the students. The Success Navigator also works with other members of the City College Academy team to support students as they near completion of their workforce pathway training and prepare to transition to the municipal employment process. This includes, but not limited to, ensuring the students meet all eligibility requirements for a seamless onboarding experience; helping students' complete application, supporting students in the financial aid process, identifying potential barriers to success and connecting them to supports and resources at the outset; connecting all students to their respective Success Coach and working with students throughout their time at the City College Academy to ensure student success and completion.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

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Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Serve as the primary liaison between incoming students and Enrollment Management, supporting students throughout the intake and onboarding process.
- Actively connect students to College departments and community resources to ensure access to specialized services and documented at initial intake and throughout enrollment at the College.
- Assist students in navigating critical enrollment and onboarding requirements such as verifying residency, satisfying application requirements, financial aid and scholarship process completion, workforce pathway placement, successfully completing the intake and onboarding process.
- Under the direction of Associate Director and in partnership with other City College Academy staff and relevant College departments, design and implement the bridge experience for students.
- Facilitate the intake, orientation, and bridge experiences for students in collaboration with other departments at the College.
- In partnership with the CCP Cares team, connect students with College offices such as KEYS, Single Stop, Counseling, etc. during the enrollment and onboarding process to uncover and address basic needs at the start of enrollment.
- Actively participate in Student Assistance Team (SAT) meetings with City College Academy staff to regularly review student progress and identify and address the mitigation and removal of barriers impacting retention and completion.
- In collaboration with the Office of Marketing and Communications, assist in the coordination of marketing materials and maintain the program website, ensuring all information is accurate and regularly updated.
- Assist the Associate Director in creating and facilitating virtual and in-person events such as webinars, open houses, and incoming student success events.
- Travel between the College's Main Campus and Regional Centers and the broader community to conduct outreach, ensuring all students are fully supported throughout the application, enrollment, intake, financial aid, and onboarding process.

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- Accurately document, maintain, and track all student interactions, information, progression, and outcomes throughout the onboarding, enrollment, and bridge processes.
- Work with other members of the City College Academy team to design and facilitate bridges from training to employment as students approach completion of their workforce pathway training and prepare to for municipal employment.
- Ensure confidentiality of students' records and information.
- Maintain service that is inclusive and that encourages, supports, and celebrates the diversity of the College community.
- Deliver quality customer service to both internal and external constituents in a professional, helpful and courteous manner.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Other duties as assigned.

Minimum Qualifications

- Bachelors' degree in education, social services or related field required.
- Three (3) years of related experience working in a higher education, workforce or college and career readiness environment serving culturally diverse populations required.
- Experience with providing resources and services to students and implementing proven strategies to support and improve student retention required.
- Strong organizational and time management skills with exceptional attention to detail required.
- Experience successfully working independently as well as part of a team with a collaborative approach to problem solving required.
- Ability to work effectively in a fast-paced, collaborative environment required.
- Demonstrated ability to maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds by effectively using cross-cultural skills and abilities required.
- Demonstrated ability to provide excellent customer service required.
- Demonstrated ability to assess student populations in order to develop effective intervention strategies required.
- Ability to travel within the local area required.
- Proficiency using MS PowerPoint, Word and Excel required.
- Experience engaging diverse populations through various mediums such as webinars, presentations, live chat, teleconferencing, email/text/phone, etc. is required.
- Strong written, verbal, and interpersonal communication skills required.

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- Ability to recognize and protect confidential information and exercise judgment, tact and diplomacy in handling sensitive information and situations required.
- Awareness of FERPA and ethical principles in working with students required.

Preferred Qualifications

- Master's degree preferred. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- Familiarity with integrated management software such as Banner, Starfish and OrgSync, as well as social media platforms, preferred.

Work Location: Main Campus, NERC, CATC, NWRC

Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August



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For More information about the College benefits and eligibility based on employee class, please visit:
<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 1

Min Salary/Hourly Rate: \$41,208

Max Salary/Hourly Rate: \$57,000

Job Posting Open Date: 03/26/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle

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- Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * Do you have three (3) years of related experience working in a higher education, workforce or college and career readiness environment serving culturally diverse populations?
- Yes
 - No
4. * Do you have experience with providing resources and services to students and implementing proven strategies to support and improve student retention?
- Yes
 - No
5. * Do you have the ability to travel within the local area?
- Yes
 - No
6. * Do you have prior experience working with Banner or equivalent student information system?
- Yes
 - No
7. * What is the highest level of education you have completed?
- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
8. * Do you have a Bachelors' degree in education, social services or related field?
- Yes
 - No
9. Salary and Benefits Acknowledgment: The College offers salary bands that accommodate varying

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levels of experience, with most roles falling within the low to mid-range of the posted salary. Some positions may offer more flexibility for negotiation. Please confirm that you have reviewed the salary range and confirm that it meets your salary expectations by responding "yes." If the salary range does not meet your expectations, please select "no." Choosing this option will eliminate your application from the pool. By answering "no", you confirm you understand you will not be considered for the role. Our comprehensive benefits package for full-time employees includes: College-paid medical, dental, prescription drug, life, and disability insurance Tuition remission for courses at the College Forgivable tuition loans for accredited institutions 403(b) retirement plan with a 10% College contribution and a 5% employee contribution Flexible spending accounts

- Yes
- No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information



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Please reference Academickeys in your cover letter when
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Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
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