

Student Success Navigator, Advanced Manufacturing
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=259526>

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Posted Jul. 10, 2025, set to expire Nov. 7, 2025

Job Title	Student Success Navigator, Advanced Manufacturing
Department	All Jobs
Institution	Community College of Philadelphia Philadelphia, Pennsylvania
Date Posted	Jul. 10, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description	

Posting Details

Position Information

Position Title: Student Success Navigator, Advanced Manufacturing

Requisition Number: SCA00845

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General Description

Reporting to the Director, Advanced Manufacturing, the Student Success Navigator for Advanced Manufacturing provides high-quality and proactive supports to incoming advanced manufacturing students throughout their enrollment experience at Community College of Philadelphia. This includes outreach to applicants and admitted students, connection to resources and services to facilitate their entry into the College and assisting with the development of a personalized plan for their path to success, program completion and career placement in advanced manufacturing and related fields.

The Student Success Navigator provides dynamic and innovative support in advancing student retention strategies designed to meet the outreach, retention, operational and enrollment goals for advanced manufacturing and related programs.

The Student Success Navigator will represent the Academic and Student Success Division and CCP both on and off-campus, to current and prospective students, parents, community agencies, and a variety of other individuals or organizations. This individual will be responsible for attending various retention and recruitment events, organizing and conducting information sessions. The Student Success Navigator will meet one-on-one with students for career and goal planning, while supporting program enrollment by following leads and engaging with potential and current students to ensure enrollment and retention targets are met. This is a grant funded position. Continued employment is contingent on the availability of those funds.

#ID23

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.

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

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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

- Generates leads and maintain a pipeline of prospective students for advanced manufacturing and related programs at the College.
- Coordinate recruitment, retention and engagement programming on and off campus to include direct engagement strategies to high schools and adult populations, partnering with the Admissions Office where needed.
- Works effectively as part of a team involving multiple agencies and businesses.
- Works with other program staff to recruit, screen and support candidates for the programs.
- Practices consistent outreach to community-based organizations to provide updated, realtime information about the College's advanced manufacturing and related programs.
- Creates and maintains a shared stakeholders list to be used for engagement and outreach.
- Assists the AP and Director in maintaining, updating, and recommending changes to recruitment criteria, policies, and procedures.
- Collaborates with the marketing department to promote programs by assisting with preparing and providing informational brochures; writing and placing advertisements; delivering flyers and program-related information to college and community partners and stakeholders.
- Answers questions in person, follows up with phone calls and responds to emails on a timely manner.
- Collaborate with the Admissions office to obtain applicant information, request completed application, verify student information and clarify enrollment process and student information; explains enrollment criteria to prospective students and community organizations or agencies.
- Creates and maintains a waitlist, performs data entry for waitlist students, collects data about students' needs and assists them in meeting their needs.
- Conducts Information Sessions, Orientation Sessions, Assessment sessions, attends and /or hosts retention events.
- Connect prospective students for the College's other programs to the Admissions Office.
- Partner with Institutional Advancement, Student Tuition Services and Financial Aid to identify funding opportunities for students enrolled in advanced manufacturing and related programs and address barriers to accessing these funds.
- Provide feedback/recommendations to assist the Associate Provost of Workforce Development in identifying opportunities for enrollment growth and innovation.

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- Collaborate with marketing and communications to implement evidence-based multi-year strategic recruitment and retention plans directed at attracting and retaining targeted program cohorts to the College.
- Coordinate processes and activities that ensure prospective students receive timely and exemplary service during the recruiting, admissions and retention processes.
- Utilize technology to meet enrollment goals including managing CRM software and implementing social media-based tools/strategies.
- Act as a point-person for non-traditional students inquiring about advanced manufacturing and related programs.
- Conducts exit interviews and follow-up calls to track post-secondary and employment opportunities and provide support to students as needed.
- Effectively communicate the value proposition of their chosen academic program.
- Provide general information about scholarship requirements and processes, as well as other options for financing their education.
- Provide support to students visiting the College's physical locations.
- Accurately document, maintain, and track all student interactions, information, and progression through student enrollment processes and document outcomes.
- Maintain outreach, engagement and service that is inclusive.
- Deliver quality customer service to both internal and external constituents in a professional, helpful and courteous manner.
- Support students as they make decisions about their future at the College by engaging in consultative dialogue to explore and uncover their needs and concerns, presenting information in a professional, articulate, and confident manner.
- Resolves student dissatisfaction by investigating concerns; recommending changes in services, policies, and procedures.
- Prepares reports by collecting, analyzing, and summarizing student retention and enrollment data and trends.
- Follows policies, procedures, and regulations.
- Protects the reputation of the organization and keeps information confidential.
- 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.
- Perform assigned duties in a manner consistent with the mission, goals and core values of the College.
- Deliver quality customer services to both internal and external constituents in a professional helpful and courteous manner.

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- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited institution of higher education required.
- Three (3) years of experience in higher education admissions or a related enrollment services delivery area required.
- Must have an understanding of and commitment to the mission of supporting students and transforming lives.
- Experience working with ethnically diverse populations.
- Good presentation skills and experience using MS PowerPoint.
- The ability to work flexible and/or extended hours including weekends is required.
- Must be team-oriented with strong attention to details.
- Strong organizational skills and the ability to work effectively in a fast-paced environment that places a high premium on customer service are desired.
- Proficiency with Microsoft Office applications and familiarity with enterprise-wide software required.
- Proficiency with CRM software required.
- Demonstrated ability to make data-driven decisions required.
- Strong commitment to a customer service environment and development of innovative solutions required.
- Ability to demonstrate a collaborative approach to problem resolution required.
- Ability to be proactive in improving services through direct outreach to students and external partners required.
- Strong verbal and written communication skills required.
- Ability to present workable resolutions to student and staff problems required.
- Ability to work effectively in a team environment, both as a team leader and participant, required.
- Demonstrated commitment to the mission of an urban Community College, and the ability to work effectively with an ethnically and culturally diverse campus community required.

Preferred Qualifications

- Master's degree preferred.
- Experience with Banner preferred.
- Understanding of Web analytics and social media marketing preferred.
- Solid awareness and application of enrollment management trends related to achieving enrollment goals that includes use of technology and social media-based tools preferred.

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- Bilingual in Spanish preferred.

Work Location: Career and Advanced Technology Center

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

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: \$67,993

Job Posting Open Date: 07/01/2025

Type of Position: Administrator

Employment Status: Full-Time

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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
 - 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.

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(Open Ended Question)

3. * What is the highest level of education you have completed?
 - High School Diploma / GED
 - Associates Degree
 - Bachelors Degree
 - Masters Degree
 - Doctorate Degree
 - Other
4. * Do you have three (3) years of experience in higher education admissions or a related enrollment services delivery area?
 - Yes
 - No
5. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
 - Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

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1. References

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Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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