

**Manager of Student Onboarding and Retention  
Community Colleges of Spokane**

Direct Link: <https://www.AcademicKeys.com/r?job=263636>

Downloaded On: Oct. 8, 2025 5:14pm

Posted Oct. 8, 2025, set to expire Nov. 3, 2025

**Job Title** Manager of Student Onboarding and Retention  
**Department** Staff  
**Institution** Community Colleges of Spokane  
Spokane, Washington

**Date Posted** Oct. 8, 2025

**Application Deadline** 11/03/2025

**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Other  
Administration - Student Affairs

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**Job Description**

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**Manager of Student Onboarding and Retention**

**Community Colleges of Spokane**

**Location:**Spokane CC Main Campus Spokane

**Department:**SCC Counseling

**Salary Range:** \$73,516 - \$83,103

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**Starting salary for this position is: \$73,516 (Annually)**

**The salary range represents the earning potential for this position, through training, evaluations and years spent working in this position with Spokane Colleges.**

### About Us

Spokane Community College, part of Spokane Colleges, serves 15,000 students with career technical, liberal arts, and adult education programs in Spokane and surrounding rural communities.

**Applications will be accepted until 4:00 p.m. PST on 11/2/2025. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.**

### About the Manager of Student Onboarding and Retention

#### JOB SUMMARY

Under general direction of the Associate Dean of Student Success, the Manager of Student Onboarding and Retention is responsible for overseeing, coordinating, and optimizing the enrollment lifecycle- from prospective student outreach through admission, registration, and retention-with a strong focus on student experience, data-informed decision making, and equitable access.

This role plays a central part in helping the college meet its enrollment goals, improve student success outcomes, and ensure compliance with institutional, state, and federal policies.

#### DUTIES AND RESPONSIBILITIES

##### Onboarding & First-Year Experience:

- Design and implement comprehensive onboarding and orientation programs for new students (traditional, non-traditional, part-time, online). \*
- Collaborate with Admissions, Academic Advising/Counseling, Outreach, Financial Aid, and faculty to ensure students receive timely and accurate information. \*
- Develop first-year experience initiatives that promote academic preparedness, campus engagement, and resource awareness. Develop specific strategies and programs within first-year experience to address special populations, such as first-generation. \*

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- Coordinate welcome events, workshops, and support programming to foster connection and community among incoming students. \*

### **Retention & Student Success:**

- Analyze enrollment and persistence data to identify trends and develop targeted retention strategies. \*
- Implement programs and interventions that support students at risk of attrition, including early alert systems, peer mentoring, and outreach campaigns. \*
- Partner with student support services (e.g., counseling, tutoring, disability access services) to ensure coordinated care for student needs. Facilitate retention campaigns aligned with critical milestones (e.g., registration, financial aid deadlines, course completion). \*
- Support student re-engagement initiatives for those who stop out or fall behind. \*

### **Leadership & Collaboration:**

- Supervise onboarding and retention support staff, peer mentors, interns or student ambassadors (as applicable). \*
- Serve on relevant college committees related to student success, equity, and institutional effectiveness. \*
- Run cross-college collaborative teams focused on implementing retention programs and new student onboarding. \*
- Develop and manage budgets related to onboarding and retention programming. \*

### **Assessment & Reporting:**

- Collect and analyze data related to orientation attendance, student engagement, and retention outcomes. \*
- Produce regular reports and presentations to inform leadership and improve programming. \*
- Use student feedback to iterate and improve onboarding and retention strategies. \*

### **Other:**

- Model professional decorum and mutual respect in all personal interactions. \*
- Comply with district policies, procedures and directives, state and federal regulations, orders and statutes and collective bargaining agreements. \*
- Support and advance Spokane Colleges' strategic plan, and perform other duties as assigned. \*

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*\*Indicates this is an essential duty.*

### COMPETENCIES

- Manages Complexity
- Decision Quality
- Action Oriented
- Plans & Aligns
- Ensures Accountability
- Drives Results
- Collaborates
- Persuades
- Courage
- Instills Trust
- Self-Development
- Nimble Learning

Learn more about [our competencies](#).

### MINIMUM QUALIFICATIONS

- Bachelor's degree in Education, Counseling, Student Affairs, or related field.
- 3 or more years of experience in higher education, preferably in student support, success, or enrollment services.
- Strong understanding of the community college mission and student population.
- Excellent interpersonal, communication, and program management skills.
- Solid computer skills, including experience with web content organization, data analysis, and mastery of MS Office Suite.
- Demonstrated organizational and analytical skills.
- Experience supervising professional staff.

### DESIRED QUALIFICATIONS

- Master's degree in Education, Counseling, Student Affairs, or related field.
- Bilingual or multilingual ability strongly preferred but not required.

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- Experience working with first-generation college students and diverse student populations preferred.
- Familiarity with student development theory and inclusive practices.
- Knowledge of retention-related metrics and student success data analytics.

### PHYSICAL REQUIREMENTS

- Work is performed in an office environment with frequent interruptions and background noise.
- Work is sedentary.
- Work directly with students/clients.

### CONDITIONS OF EMPLOYMENT

- Contract 12-month position.
- This position is overtime eligible.
- Criminal background check is required.

*Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the district to sponsor an H1-B visa. In addition, the Spokane Colleges maintain a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and promote a multicultural work and education environment.*

*Prior to a new hire, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position. Once an applicant is chosen for a position, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.*

### Benefits Information

This is a contracted, exempt management position. Medical, dental life and long term disability insurance benefits are provided as currently administered under the Public Employees Benefits Board; TIAA-Cref retirement plan or WA State Retirement Plan. Vacation leave accrues at the rate of 14.67 hours per month (22 days per year) and sick leave accrues at the rate of 8 hours per month, effective

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upon employment. (For positions that are less than full time, leave accruals will be prorated to the percentage of the position.)

[Public Employees Benefits Board](#)

[Additional benefits information](#)

### **Required Application Materials**

To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:

- Cover letter - addressing your qualifications relevant to the responsibilities of this position.
- Resume.
- References - the names, addresses, and phone numbers of three professional references.
- College transcript(s) if applicable - unofficial/copies of transcripts are acceptable; official transcripts are required upon hire.

For questions regarding a job application or the hiring process, or if you require an accommodation during the application or interview process, please contact HR at [CCS.Recruiter@ccs.spokane.edu](mailto:CCS.Recruiter@ccs.spokane.edu).

### **Equal Opportunity Institution**

*Spokane Colleges provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, citizenship or immigration status, age, perceived or actual physical or mental disability, pregnancy, genetic information, sex, sexual orientation, gender identity, marital status, creed, religion, veteran or military status, or use of a trained guide dog or service animal. This policy is in accordance with state and federal laws including Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990.*

*Direct all inquiries or grievances regarding access, Title IX, ADA, equal opportunity compliance, and/or grievances to:*

*Frederick Davis, MA  
Chief Human Resources Officer  
Spokane Colleges  
P.O. Box 6000, MS1004  
Spokane, WA. 99217-6000  
509-434-5040*

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[/ ccs.titleix@ccs.spokane.edu](mailto:ccs.titleix@ccs.spokane.edu).

To apply, please visit: <https://careers.ccs.spokane.edu/jobs/manager-of-student-onboarding-and-retention-spokane-washington-united-states>

### Contact Information

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

### Contact

Staff

Community Colleges of Spokane

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