

Visiting Student Services Coordinator, NetMath Program
College of Liberal Arts and Sciences
Department of Mathematics
University of Illinois and Urbana-Champaign

The Department of Mathematics seeks applicants for the position of Visiting Student Services Coordinator in the NetMath Program. This position is responsible for recruitment and retention for the NetMath Program. Specific duties and responsibilities include:

- Develop and implement recruitment efforts for students as well as new partnerships to participate in the NetMath Partner High School program.
- Collaborate with the Senior Instructional and Advising Specialist to manage social media engagement for NetMath.
- Respond to student concerns and promptly resolve student problems and complaints. Assist students with strategies for success as online learners. Direct instructional or technical problems to appropriate NetMath personnel.
- Create and update an overall strategic plan that improves general retention and course completion rates that can be implemented program wide.
- Coordinate with CITL, Tech Services, USFSCO and other university units to assist students with access to University accounts, billing issues, financial aid, and other student services.
- Collaborate with instructional, IT and administration personnel to ensure coordinated efforts between large/group scale and individual interventions for retention.
- Advocate for the needs of students in during program development discussions and planning sessions.
- Collaborate with the Assistant E-Learning Specialist on the development and maintenance of course instructional and support materials by providing quality assurance checks of materials.

Minimum Qualifications:

- Bachelor's Degree.
- Excellent time and project management.
- Strong written and oral communication skills.
- Strong interpersonal skills.
- Team player with diligent work ethic.

Preferred Qualifications:

- Bachelor's Degree in a STEM field, communications-related field, or closely related.
- Customer service or student advising experience.
- Experience managing social media accounts.
- Good problem solving and creative thinking skills.
- Detail oriented.

The Visiting Student Services Coordinator position is a full-time, visiting academic professional position appointed on a 12-month service basis. Eligibility for the benefits are contingent on your citizenship or work authorization. For full details on eligibility requirements, please reference <http://www.ahr.illinois.edu/employees/current/other.html#Benefits>. The expected start date is as soon as possible after the closing date. Applicants may be interviewed before the closing date; however, no

hiring decision will be made until after that date. Salary is commensurate with experience and qualifications. This position may become non-visiting in the future.

To apply for this position, please create your candidate profile at <http://jobs.illinois.edu> and upload your cover letter, resume, and names/contact information for three professional references by April 14, 2017. Full consideration will be given to complete applications received by the closing date. For further information regarding application procedures, contact Caitie Bruning, cbreeze@illinois.edu, 217-244-7693.

The University of Illinois conducts criminal background checks on all job candidates upon acceptance of a contingent offer.

The University of Illinois is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply. For more information, visit <http://go.illinois.edu/EEO>. To learn more about the University's commitment to diversity, please visit www.inclusiveillinois.illinois.edu.