



ADMINISTRATIVE ASSISTANT II (ADMINISTRATIVE COORDINATOR) DIVISION OF ENROLLMENT MANAGEMENT AND STUDENT SUCCESS

REPORTS TO: Sr. VP for Enrollment Management and Student Success
E CLASS: FT 12 Month
FLSA: Exempt

POSITION SUMMARY

The Administrative Assistant II (Administrative Coordinator) for Retention and Student Success provides high-level administrative and operational support to these areas. This role helps coordinate institutional initiatives aimed at improving student persistence, academic progress, and graduation rates.

The Executive Administrative Assistant supports the implementation of retention strategies, student success programming, and administrative operations that strengthen the college's academic support infrastructure.

EXECUTIVE ADMINISTRATIVE SUPPORT

- Maintain confidential records and correspondence.
- Manage calendars, meeting logistics, and scheduling for student success initiatives and leadership meetings.
- Prepare reports, briefing documents, and meeting agendas.
- Provide administrative support for Enrollment Management and Student Success.

STUDENT SUCCESS PROGRAM SUPPORT

Assist with coordinating initiatives connected to:

- Academic Advising
- Career Services
- Ronald McNair Scholars Program
- TRIO Student Support Services
- Tutoring and Testing Center
- Writing Center

Responsibilities include scheduling meetings, tracking program activities, and supporting communication across departments.

RETENTION INITIATIVE COORDINATION

- Assist with campus retention initiatives and student success campaigns.
- Support early-alert interventions and student outreach coordination.
- Maintain documentation of student support services participation.

DATA MANAGEMENT AND REPORTING

- Assist with tracking key student success indicators, including:
 - Academic support participation
 - Advising engagement
 - Retention rates
 - Tutoring utilization
- Compile administrative reports for leadership review.

EVENT AND PROGRAM COORDINATION

Support the coordination of:

- Academic support events
- Retention and engagement programming
- Student success awareness campaigns
- Student success workshops

REQUIRED QUALIFICATIONS

- Bachelor's degree in Education, Business Administration, Higher Education Administration, or related field.
- 2–4 years of administrative experience, preferably in higher education.
- Strong organizational, communication, and project coordination skills.
- Proficiency in Microsoft Office Suite and institutional data systems.

PREFERRED QUALIFICATIONS

- Experience supporting student success, advising, or retention.
- Familiarity with student information systems such as Admission Pros and Colleague.

CORE COMPETENCIES

- Confidentiality and professionalism
- Data organization and reporting
- Executive administrative support
- Interdepartmental collaboration
- Program coordination

STRATEGIC ROLE IN THE DIVISION

This position supports the institution's strategic priorities related to:

- Improving **first-to-second year retention**
- Strengthening **student academic support systems**
- Increasing **student engagement with campus resources**
- Supporting **data-informed decision making**

WORK ENVIRONMENT:

The work environment involves exposure to physical conditions typical of a normal office. Most of the job is performed while sitting, although the work may require occasional standing or walking and/or the lifting and carrying of small objects.

TRAVEL:

Travel may be required.

***This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

SPECIAL INSTRUCTIONS TO APPLICANTS:

A criminal background check will be conducted. *No phone calls will be accepted.* **Interested applicants should submit a resume, cover letter, and application to hr@miles.edu.** *Must be legally authorized to work in the United States without the need for employer sponsorship, now or at any time in the future.* Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

NOTICE OF NON-DISCRIMINATION

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other basis prohibited by law. Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd, Fairfield, AL 35064, 205-929-1440, titleix@miles.edu. For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [click](#).

TITLE IX / STATEMENT OF NONDISCRIMINATION

As set forth in this Policy, MILES COLLEGE prohibits discrimination on the basis of sex in its programs and activities. As defined by Title IX, discrimination on the basis of sex includes discrimination on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity.

MILES COLLEGE does not discriminate in its admissions practices, except as permitted by law, in its employment practices, or in its educational programs or activities on the basis of sex.

MILES COLLEGE also prohibits retaliation against any person opposing sex discrimination or participating in any sex discrimination investigation or complaint process, whether internal or external to MILES COLLEGE. Sex-based harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination that are prohibited under Title IX and by the college's [Title IX Policy](#).