



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Student Athlete Enhancement & Compliance Officer
POSITION NO.	501584
LOCATION	Warwick
REPORTS TO	Director Athletics, Recreation, and Wellness
GRADE/CBA #	CCRIPSA 13
WORK SCHEDULE	Non-Standard: 35 hours per week including day, some evening, and some weekends required; remote up to 2 days/week; frequent travel to each campus required; work variable/rotating shifts such as 8am – 4pm and 11am – 7pm
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Date. Subject to renewal after annual review.
REVISION DATE	October 2023

JOB SUMMARY:

The Student Athlete Success, Compliance, & Recruitment Specialist will provide a high level of holistic, personalized support to an assigned group of students from enrollment to graduation through in-person and online meetings, inbound and outbound calls, texts and emails to students to ensure they are on a path to successfully earn their degree. The Student Athlete Success, Compliance, & Recruitment Specialist will help a diverse group of students overcome a myriad of obstacles by conducting proactive, data-informed student outreach with navigating social, academic, and administrative aspects of CCRI.

The Student Athlete Success, Compliance, & Recruitment Specialist bridges academic and cocurricular boundaries by connecting individually with students, connecting students with interest and identity groups and with professors and campus resources. The Student Athlete Success, Compliance, & Recruitment Specialist will work in a fast-paced and equitable outcomes-driven environment. The Student Athlete Success, Compliance, & Recruitment Specialist will support assigned students with fulfilling their educational goals through an approach that includes enthusiasm, initiative, excellent interpersonal skills, content expertise, data analytics, and promotion of student self-efficacy.

The Student Athlete Success, Compliance, & Recruitment Specialist is responsible for coordinating all aspects of a comprehensive rules and compliance program with responsibility for monitoring compliance for all NJCAA rules and regulations. The Student Athlete Success, Compliance, & Recruitment Specialist aids in the recruitment process of student-athletes in conjunction with coaching staff.

DUTIES AND RESPONSIBILITIES:

- **Commitment to CCRI's Mission:**
 - Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
 - Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
 - Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.
- **Student-Athlete Support:**
 - Proactively develop and maintain relationships with students by establishing rapport and trust, educating them on CCRI programs and services, academic requirements and preparing them for academic success.
 - Provide and educate students with available tools (e.g. Degree Works) and resources (e.g. Tutoring) by anticipating applicants needs through consultative conversations.

- Provide students with an introduction to support services, technologies, and required actions (e.g. Verification of Enrollment, Drop for Non-Payment, etc.) to support self-service behavior and success.
 - Provide comprehensive responses to student questions regarding transfer credit, transcripts, document tracking and other records being sent to CCRI.
 - Coordinate services to proactively address the academic needs of student-athletes (i.e. learning disabilities identification/testing, tutoring, study skills, time management, etc.).
 - Be highly visible and dynamic through interactions with students by phone, video conferencing, text, and email on a regular and consistent basis.
 - Provide options to students regarding all payment options and guide students through the steps of the financial aid process.
 - Responsible for the enrollment, retention, and academic outcomes for student-athletes.
 - Participate in Advising Center meetings and trainings with other coaches/advisors.
- **Student-Athlete Compliance:**
 - Accurately document, maintain, and track student interactions, information, and progression through CCRI systems such as Banner, Starfish, Argos Reports, and CRM.
 - Serve as chief NJCAA compliance officer.
 - Apply and keep abreast of all NJCAA eligibility standards and procedures, and issue reports as required.
 - Serve as a resource regarding rules and eligibility to student athletes, coaches, families, staff and faculty.
 - Develop and implement activities and education materials that will serve to ensure compliance with NJCAA regulations.
 - Maintain and update the College compliance policy.
 - Monitor recruitment activities, certification of eligibility and financial aid procedures.
 - Monitor and track recruiting, roster, conference, playing and practice season documents.
 - Conduct comprehensive rules seminars for coaches, staff and student athletes.
 - Ensure compliance with other federal and state regulations including, but not limited to Title IX, and ADA.
 - Assist students in identifying semesters that triggered ineligibility as necessary.
 - Explore and discuss w/ students mitigating/extenuating circumstances that contributed to their non-compliance and help develop plans to regain eligibility.
 - Ensure the recruitment and transfer process is compliant with College and NJCAA rules.
 - Be available to student-athletes and Athletic staff as needed, especially during team meetings and practice times.
 - Be present among student athlete activities and events as needed.
 - Support Athletics staff and coaches in promoting academic excellence, degree completion, and recruiting efforts.
 - Keep key staff informed of student eligibility status and, as necessary, work with coaches and staff to intervene for student success.
 - Prepare various reports (EADA, retention and completion, etc.) as directed using NJCAA provided software.
 - Possess thorough understanding of CCRI knowledge, policies, procedures, systems to effectively and accurately guide and coach students with situation applications and self-service usage.
 - Maintain basic knowledge of federal and institutional policies and regulations pertaining to Federal Title IV, RI Promise, payment plans, and billing systems by participating in ongoing internal and external training.
 - Act as the official representative of the College at NJCAA meetings as required,
 - Immediately advise the Assistant Director of Athletics or Director if there is reasonable cause to believe violations, whether by employees, volunteers, or students, have occurred or will occur.
- **Student-Athlete Recruitment:**
 - Participate in recruitment activities and student retention initiatives, including attending virtual and/or on campus open house events, information sessions, webinars, and other events as requested to offer guidance.
 - Aids in the recruitment of student athletes.
 - Acts as the liaison between the Office of Admission and Department of Athletics.
 - Recommend and implement strategies to meet enrollment goals for athletics and CCRI.

- Assists with the coordination of athletic open houses and all open houses and prospect visits.
- Provides basic financial aid information to prospective student-athletes and families, including an explanation of the financial aid process.
- Provides accurate information about CCRI degree programs and admission procedures.
- Coordinates on campus visits for student-athletes, along with scheduling any specific meetings necessary.

LICENSES, TOOLS, AND EQUIPMENT:

- Personal Computers
- Printers
- Word Processing, Database Management, and Spreadsheet software
- Microsoft Suite

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree
- Demonstrated relevant work experience providing outstanding customer service
- Flexibility and dependability
- Strong oral and written communication skills
- Excellent organizational skills
- The ability to:
 - Multi-task
 - Accept responsibility
 - Be self-reliant
 - Complete assigned tasks on schedule
- Demonstrated excellent time management skills
- High learning agility
- Creative problem solving
- Interpersonal, oral and written communication skills
- Presentation skills
- A strong attention to detail and accuracy
- Demonstrated proficient computer skills including Microsoft Office, Internet Applications, and database software
- Experience with intercollegiate athletics

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.