



The University of Guam does not discriminate on the basis of sex, race, color, religion, national or ethnic origin, disability unrelated to job requirements, age (except as permitted by law), citizenship status, marital status, or political affiliation. Furthermore, the University of Guam does not discriminate on the basis of sex in the admission to or employment in its educational programs or activities.

ANNOUNCEMENT

October 06, 2025

THE UNIVERSITY OF GUAM SOLICITS APPLICATIONS TO ESTABLISH A LIST OF ELIGIBLES FOR THE FOLLOWING REGULAR APPOINTMENT, FULL-TIME POSITION (SUBJECT TO THE AVAILABILITY OF FUNDS):

Announcement No. 005-26

Position Title

SENIOR STUDENT RETENTION SPECIALIST

Salary Range:

UGPP/O-01 \$60,875.00 - UGPP/O-10 \$83,568.00 Per Annum

Opening Date:

October 06, 2025

Closing Date:

October 17, 2025

Location:

Academic & Student Affairs/Enrollment Management & Student Success

MINIMUM QUALIFICATION:

- Master's Degree in Higher Education Administration, Student Affairs, Educational Leadership, Counseling, Educational Psychology, Public Administration, Business Administration, Communications, Marketing, or a closely related field;
- Three (3) years of progressively responsible experience in student services, advising, enrollment management, or retention initiatives in a higher education setting;
- Demonstrated ability to design and implement student success or retention strategies;
- Strong skills in data analysis, program evaluation, and student information/customer management systems (CRM);
- Excellent interpersonal, communication, and presentation skills with a student-centered approach;
- Proven success in outreach, presentations, and/or coordination related to student retention.

NECESSARY SPECIAL QUALIFICATION:

- Submission of cover letter indicating interest and qualifications.
- Up to date curriculum vitae.
- One sample of professional work that demonstrates ability to conduct and interpret data analysis relevant to higher education, student services, or program outcomes; and present findings through clear, professional writing (such as a report, policy brief, research summary, or assessment document. Work sample should be authored primarily by the applicant (collaborative work must clearly identify the applicant's contributions), not exceed ten (10) pages, and be uploaded with the application as a PDF or Microsoft Word document.
- Willingness and ability to travel locally and regionally for retention events.
- Ability to work evenings and weekends as needed.
- Valid driver's license (if travel is required).

QUALIFICATIONS REQUIRED:

Pursuant to Public Law 26-87 as amended by Public Law 29-113, all future employees of any position within the government of Guam will be required at minimum to possess one of the following:

1. A high school diploma; or
2. Successful completion of General Education Development (GED) Test; or
3. The equivalent of a general education high school program; or
4. Successful completion of a certification program, from a recognized accredited or certified vocational technical institution, in a specialized field for the job.

NATURE OF WORK:

The Senior Student Retention Specialist is a mid-level professional under the direct supervision of the Dean of Enrollment Management & Student Success. The position is responsible for designing, implementing, and evaluating retention and advising strategies that reduce attrition, increase persistence, and improve graduation outcomes.

CHARACTER OF DUTIES:

Designs, develops, and executes student retention strategies, workshops, and outreach activities to support the university's goals to reduce attrition, increase persistence, and improve completion and graduation rates; leads, manages, and executes outreach activities to support undergraduate and/or graduate students; interpret and analyze enrollment data, and evidence-based retention approaches to design retention programs. Oversees and develops the annual retention plan; track and analyze student data, retention trends to refine retention strategy for maximum impact; utilize the university's CRM system to track and follow up with students, ensuring a high-quality student experience; review and make improvements to advising materials and processes across the schools and colleges. Leads in planning, coordinating, and conducting retention and outreach events across campus and in the community; monitor and manage the early alert system, coordinating timely

SENIOR STUDENT RETENTION SPECIALIST # 005-26

interventions with schools, colleges, and EMSS advisors; develop effective processes for early alert follow-up and student support; design and implement feedback tools to assess the impact of retention activities; build and maintain strategic relationships with students, academic advisors, faculty, staff, community college advisors, and external partners to foster engagement and persistence. Collaborate with marketing and communications teams to ensure effective retention messaging and promotional materials; ensure messaging aligns with student needs and retention goals; collaborate and liaise with schools, colleges, admissions and records, counselors, student life office, and other internal stakeholders to maintain frequent interaction and support to improve and enhance retention activities.

KNOWLEDGE, ABILITIES AND/OR SKILLS:

Comprehensive understanding of student retention, persistence, and completion strategies in higher education. Familiarity with student development theory, advising models, and success coaching frameworks. Awareness of current trends and best practices in retention, including data-driven approaches and early alert systems. Understanding of marketing and communications strategies related to student engagement and retention. Strong data analysis and reporting skills, including the ability to interpret retention data, identify trends, and recommend evidence-based interventions. Effective program design and implementation skills for workshops, mentoring, and student success activities. Moderate proficiency with student information systems (SIS), customer relationship management (CRM) platforms, and learning management systems (LMS). Advanced communication skills (written, oral, and digital), with the ability to connect with diverse student populations. Strong organizational and project management skills, including the ability to manage multiple initiatives simultaneously. Ability to establish positive and supportive relationships with students, families, faculty, and staff. Ability to design, implement, and evaluate retention initiatives that address barriers to student success. Ability to collaborate across departments and academic units, fostering a culture of student success. Ability to exercise sound judgement, discretion, and confidentiality when working with sensitive student information. Ability to adapt to changing institutional priorities and remain flexible in a dynamic higher education environment.

EDUCATION:

Applicants claiming degrees or credit hours are required to have an original or certified copy of the documents (e.g. transcripts, high school diploma or GED certification) accompany the application.

WORK ELIGIBILITY:

Submission of completed job applications authorizes the University of Guam to seek and obtain information regarding the applicant's suitability for employment. All factors which are job related may be investigated (e.g. previous employment, educational credentials, and criminal records). All information obtained may be used to determine the applicant's eligibility for employment in accordance with equal employment opportunity guidelines. In addition, the applicant releases previous employers and job related sources from legal liability for the information provided.

Section 25103, Chapter 25, Title 10 of the Guam Code Annotated requires college or university employees to undergo a physical examination, to include a test for tuberculosis (skin or x-ray), prior to employment and at least annually thereafter. A report of such examination must be conducted by a licensed physician within a state or territory of the United States and must be submitted upon request.

Federal law requires presentation of eligibility to work in the United States within seventy-two (72) hours of reporting for employment. Specifically, 8 USC 1324A requires the employer to verify the identity and eligibility to work in the United States of all newly hired employees. The University of Guam is required to comply with this law on a non-discriminatory basis. If you are hired to fill a position within the University of Guam, you will be required to present valid documents to comply with the law.

Due to budgetary constraints, UOG is not able to pay the additional application cost of \$100,000 as required by the U.S. Presidential Proclamation for any applicants that will require an H1B Visa to legally work at UOG.

POLICE AND COURT CLEARANCE:

Pursuant to Public Law No. 28-24 and Executive Order No. 2005-34, applicants selected for a position are required to provide original police and court (Superior Court of Guam) clearances of no more than three (3) months old prior to commencement of employment. Off-island applicants must obtain clearances from their place of residence. Applicants are responsible for fees associated with obtaining the clearances.

HOW TO APPLY:

All applicants must submit an online job application through UOG's online employment portal system at <https://uog.peopleadmin.com> and upload supporting documents with their application. For further information, please call 735-2350.

UNIVERSITY INFORMATION:

Information on the University's campus security and fire safety may be accessed at <https://www.uog.edu/safety-security/>.

SENIOR STUDENT RETENTION SPECIALIST # 005-26

THE UNIVERSITY OF GUAM IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDER:

The University of Guam complies with Public Law 24-109 in reference to the provisions and requirements of the Americans with Disabilities Act. Assistance in EEO/ADA matters and inquiries concerning the application of Title IX and its implementing regulations may be referred to the University's Director, EEO and Title IX/ADA Coordinator, located at the EEO/ADA Office, Dorm II, Iya Hami Hall, Room 104, Telephone No. (671) 735-2244; TTY (671) 735-2243; or to the Office of Civil Rights (OCR).



Joseph Gumataotao (Oct 3, 2025 16:55:42 GMT+10)

JOSEPH B. GUMATAOTAO
Chief Human Resources Officer

Senior.Student.Retention.Specialist.10/06/25
Approved by CHRO 10/06/25