Student Support Specialist - KEYS Program (Grant FT)
Community College of Allegheny County

Job Title	Student Support Specialist - KEYS Program (Grant FT)
Department	Keystone Ed Yields Success
Institution	Community College of Allegheny County Pittsburgh, Pennsylvania
Date Posted	Dec. 11, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services
Apply Online Here	https://apptrkr.com/6783258
Apply By Email	
Job Description	

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Student Support Specialist - KEYS Program (Grant FT)

Position Title: Student Support Specialist - KEYS Program (Grant FT)

Department: Keystone Ed Yields Success

Campus: Allegheny Campus

Additional Information: This position will remain open until filled. However, in order to ensure consideration for an interview, please submit your completed application, cover letter and resume by

no later than October 10, 2025. The College cannot guarantee that application materials received after this date will be considered or reviewed. This is a grant funded position. Continued employment is contingent on sufficient future funding. This grant may be renewed.

Benefits:

At CCAC, we take pride in offering an exceptional benefits package designed to support our employees' personal and professional well-being:

- **Comprehensive Health Coverage**: Access to an excellent health plan with a very low out-of-pocket expense network option.
- **Generous Time Off**: Enjoy a range of time-off benefits that are tailored to your position, along with a **four-day workweek in the summer** for an ideal work-life balance. These benefits vary and may include vacation, personal, sick, and holiday pay, as well as options like collegial coverage for faculty.
- **Retirement Planning**: Options include a **403(b) retirement plan with up to 10% employer match** or a **state-defined benefit pension**.
- **Financial Peace of Mind**: Employer-paid benefits include **group life insurance**, **short/long-term disability**, and access to **flexible spending accounts (FSAs)**.
- **Wellness Support**: Our **Employee Assistance Program (EAP)** is available for confidential support, with resources to address personal and professional challenges.
- **Educational Support**: Take advantage of **tuition waivers**, **tuition reimbursement**, **Public Service Loan Forgiveness (PSLF)** eligibility, and a variety of **professional development opportunities** to grow your career.
- **Exclusive Employee Perks & Rewards**: Save on theme parks, sporting events, electronics, and more!
- **Additional Advantages**: Free employee parking to make your commute easier.

Remote Work Option: Fully In-Person (May be subject to change)

Work Hours (for hourly positions): Monday - Friday 8:30 AM - 4:30 PM, Additional hours, including day, evening and weekend hours, may be needed to meet the needs of the department.

Salary Grade: Admin 12 - $46,390

Job Category: Administrators

Employment Type:

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Grant Funded Full-Time

Job Slot: g604

Job Open Date: 9/26/2025

Job Close Date: Open until filled

General Summary: The main purpose of the KEYS student facilitator is to monitor the progress of their caseload of students and provide the encouragement and support necessary to enable KEYS students to complete their course of study at CCAC.

Grant Summary: The Keystone Education Yields Success (KEYS) Program provides support services to improve the retention and degree completion rates of students receiving public assistance.

Requirements:

Education:

A bachelor's degree in a related field (education, social work, counseling, disability studies).

Experience:

Two years of experience in human service or in a post-secondary education institution serving diverse student populations.

Duties:

1. Using a coordinated caseload management model, facilitate student success and retention for students enrolled in the KEYS program.2. Serve as a resource to help student develop a career specific education plan. Assist student to develop appropriate activities and additional hours to meet workforce participation rate (public assistance) during semesters and semester breaks.3. Communicate with the student's County Assistance Office caseworker regarding supportive services and supportive service needs.4. Coordinate college support and financial aid. Participate in student orientation.5. Holistically support and monitor a students academic progress utilizing EAB Navigate.6. Provide the Department of Public Welfare with essential information concerning the student's success.7. Assist with the development and implementation of early intervention and retention programs. Maintain ongoing and scheduled contact with students.8. Complete required data-entry and

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program related paperwork accurately and on time.9. Compile information on program services, activities, and students. Maintain accurate, organized, completed, and detailed records and develop and maintain reports as required or assigned. 10. Attend meetings and conferences as assigned by Project Coordinator.11. Perform other related duties as required or assigned.

Clearances:

Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available here.

To view the full job posting and apply for this position, go to:
https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1833

jeid-1a1837196f21484db9aef42e84209d60

Contact Information

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

Contact

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Community College of Allegheny County

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