



JOB DESCRIPTION

JOB TITLE: Student Success Coach

REPORTS TO: Dean of Students

STATUS: Full-time, exempt

LENGTH OF EMPLOYMENT: 12-month continuing position

JOB OVERVIEW: The Student Success Coach serves as a contact and resource for students to guide them to achieve academic success. The Student Success Coach will recruit, counsel, motivate, advise, work on retention efforts, assist with course selection, and assist with the enrollment and registration process in order to help all students meet their educational goals. The Student Success Coach will provide an extremely high level of quality service to students from Connors State College via a variety of communication vehicles.

DUTIES AND RESPONSIBILITIES:

- Focus on retention and support systems to promote persistence and completion
- Provide a support system for students needing assistance through a case management model, providing retention, enrollment, advising, persistence, and success services
- Complete and process enrollment, recruitment, and admission documents
- Facilitate requests from students as needed, such as advising requests, developmental course waiver requests, academic overload, class changes, scheduling questions, finals question, withdraw/drop/add requests, workforce development questions, degree questions, transfer questions, appeals, and other requests, etc.
- Work with students to ensure a solid academic plan and ensure continued registration
- Support students from recruitment through class enrollment
- Counsel and advise students by phone, email, text, LMS, and video chat
- Resolve problems by clarifying issues and finding solutions
- Follow up to ensure resolution of each issue
- Reenroll student by focusing on outreach and retention efforts
- Work collaboratively with other departments and services
- Clarify program requirements related to curriculum, course prerequisites, and policies and procedures
- Uphold the academic standards of the institution
- Recruit students via a variety of methods
- Performs miscellaneous job-related duties as assigned
- Operate a variety of computer programs, such as Microsoft, Excel, Power Point, Outlook, Internet, Canvas, Banner, CRM, and other applications as required on a daily basis
- Exercise confidentiality, discretion, and judgment in providing support to the Office of Academic Affairs

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

EDUCATION/ EXPERIENCE REQUIRED:

- Associate degree required; bachelor's degree preferred
- Previous work experience in higher education

SPECIAL SKILLS:

- Excellent interpersonal, verbal, and written communication skills
- Demonstrated willingness and ability to act ethically and socially responsible
- Must be able to work at the location that best serves the institutional needs of Connors State College
- Some travel required to serve institutional needs
- Some irregular work hours required to serve institutional needs

Connors State College is an Affirmative Action/Equal Opportunity/E-Verify Employer.

SIGNED: _____ **DATE:** _____