



Student Success Coach Job Description

Job Title: Student Success Coach
Job Class: Professional
Department: Center for Student Success
Reports To: Dean of Student Success
FLSA Status: Exempt
Compease: Grade 10
Approved By: Vice President of Academic Affairs
Approved Date: 06/19/2019

I. Position Purpose

The Student Success Coach seeks to increase student retention and success through the work of the Center for Student Success. This position will have the flexibility to respond to student needs through work in career, transfer, tutoring, and disability services as well as first-term and critical advising.

II. Duties and Responsibilities

SERVE AS AN ADVISOR FOR STUDENTS: The Student Success Coach will assist with the recruitment and placement of students; encourage students' involvement in the advising process; collaborate with faculty to assist students; advise students having difficulty in class ¹ clinical work; maintain appropriate advisee files; direct students to appropriate college resources; assists with Student Emergency Assistance applications; maintain confidentiality; assist in coordinating and serving student groups and activities; assist in coordination of the testing center.

SUPPORT CAREER SERVICES: The Student Success Coach will work with a team to coordinate job fairs, resume writing and interview skills workshops, individual student meetings, classroom presentations, mock interviews, monitors employer satisfaction of WSCC graduates and tracks employment placement rates. The Student Success Coach will also assist to maintain WSCC Career Services social media accounts and communicates job postings through social media, WSCC email, and physical job boards on campus. The Coach will also help facilitate meetings with first-time students to discuss career goals; work with workforce development and academic programs to expand internship opportunities and maintains records of current opportunities. The Coach will also assist students to identify and set up practicum placement, and maintain accurate records for data analysis.

SUPPORT TRANSFER SERVICES: The Student Success Coach will work with a team to coordinate campus visits and tours for students transferring to a partner institution; assist students with the process of transfer; collaborate with deans and faculty advisors to promote transfer opportunities to WSCC students, including distributing literature, maintaining WSCC's transfer website, and planning transfer events.

SUPPORT TUTORING SERVICES AND TUTORS: The Student Success Coach will work with a team to implement and promote the college tutoring program, academic labs, online tutoring resources, and other initiatives; work with faculty and student success staff to ensure that all students receive tutoring needed; coordinate study tables and group study sessions; maintain accurate records for data collection and analysis.



SUPPORT DISABILITY SERVICES: The Student Success Coach will work with a team to provide appropriate accommodations for students, communicate accommodations with faculty as needed on behalf of students, and carry out other tasks to assist with disability services.

ADVISE VETERAN STUDENTS: The Student Success Coach serves as point of contact for WSCC veteran students; works in conjunction with the Veteran Certifying Official and Program Advisors to assist with the registration and academic advising of veteran students; Assists with veteran outreach activities including the Veterans Club and Veteran's Resource Fair.

ENGAGE IN PROFESSIONAL DEVELOPMENT: The Student Success Coach will formulate and implement goals for growth; identify personal professional development needs and participate in professional development for continuous improvement; maintain or attain appropriate certification, licensure, or credentials; and serve on community, state, and professional committees and boards.

DEMONSTRATE PROFESSIONAL AND QUALITY CUSTOMER SERVICE: The Student Success Coach will demonstrate professionalism and provide quality customer service in accordance with the College's values; maintain positive working relationships, and make decisions and solve problems. Maintain confidentiality, positive communication, accurate records, and an organized, safe working environment. Exhibit flexibility, willingness to learn, ability to change, and maintain current technology skills.

III. Qualifications - Education, Experience, and Skills

- Minimum of a Bachelor's Degree from a regionally or nationally accredited institution recognized by the U.S. Department of Education or the Council for Higher Education Accreditation.
- Minimum of 3 years of experience working in higher education.
- Evidence of professional development in the field of concentration.

Reasonable accommodations may be requested and reviewed according to the Americans with Disabilities Act (ADA).