

# **STUDENT SUCCESS COACH**

SELU/CTS Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled in SELU/CTS Campus.

**Applications will be accepted until position is filled, with preference being given to those received on or before October 19, 2018.**

**All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

**To apply please submit:** (1) a letter of application, (2) a resume and (3) official transcript to:

**Attention: Hiring Manager**

**Northshore Technical Community College**

**65556 Centerpoint Boulevard**

**Lacombe, LA 70445**

**Telephone number: 985-545-1262**

**Email: [veronicaflynn@northshorecollege.edu](mailto:veronicaflynn@northshorecollege.edu) or [hr@northshorecollege.edu](mailto:hr@northshorecollege.edu)**

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## **Job Summary:**

The Student Success Coach manages a caseload of students by providing academic coaching and advisement. Supports student success at the campus by managing the early alert program, delivering student success workshops, managing tutoring services, and providing case management for a subset of the student population.

## **QUALIFICATIONS:**

**Required:** Bachelor's Degree from a regionally accredited college or university in a related field and five years professional experience. Ten years of related work experience may substitute educational requirements.

## **RESPONSIBILITIES:**

- Manages a caseload of students by providing academic coaching and advisement.
- Coaches students towards the development of an educational plan including choosing a program of study and/or clarifying educational goals.
- Coaches students towards the development of a student success plan, which includes selection of a program of study, clarification of educational goal, and a study plan.
- Manages the early alert program for the assigned campus. Communicates with faculty regarding the program and expectations. Manages early alert notifications and makes appropriate referrals for necessary resources. Directly provides support for referrals related to academic success topics such as time management, study skills, etc.
- Manages and delivers student success workshops both within and outside the classroom on topics including time management, study strategies, financial management, basic English and mathematic skills, etc.
- Manages tutoring services for the assigned campus, including oversight of tutors, publication of schedules and services, and student referrals.
- Audits, monitors, and evaluates individual student academic progress.

- Makes appropriate referrals to students perceived as at-risk, acts as an advocate as appropriate.
- Attend recruiting events such as community and high school career fairs as needed. Conducts campus tours for visitors, schools, and community.
- Maintains up-to-date knowledge about the College's programs and requirements; consults with contacts at various transfer institutions regarding course and program transferability, admission and graduation requirements.
- Performs all other duties as assigned.

### **Key Behaviors**

- **Dependability:** Respond to requests in a timely manner
- **Teamwork:** Balance team and individual responsibilities
- **Decision Making:** Display willingness to make decisions
- **Communication:** Effectively communicate with others
- **Time Management:** Able to complete all job requirements in allotted time
- **Work Ethic:** Display an organized and results-oriented approach, and motivation to perform without extensive direction
- **Accuracy:** Display a high quality of work and level of accuracy
- **Innovation:** Use a creative, solution-oriented approach to address problems

### **SPECIAL SKILLS AND ABILITIES:**

1. **Knowledge, Skills, and Abilities:** Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships. Comprehensive knowledge of standard office practices, procedures, equipment, and techniques. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
2. **Computer Skills:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.).
3. **Software Used:** Experience with and knowledge of computer operation; knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.), and database applications.

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

### **INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

### **WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate

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### **Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.