

# **MONROE COUNTY COMMUNITY COLLEGE JOB DESCRIPTION**

## **STUDENT SUCCESS COACH PART-TIME**

Supervised By: Director of Admissions and Guidance Services  
Supervises: No supervisory responsibilities

### **Position Summary:**

Under the supervision of the Director of Admissions and Guidance Services, responsibilities include assisting and guiding students in retention and completion efforts. The Student Success Coach is a collaborative services role focused on retention management, outreach, and intervention.

### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides mentoring and coaching for students to develop and accomplish their personal, academic, and professional goals. Assists students in creating a person completion plan.
2. Assists students processes related to registration, admissions process, financial aid, career services and other related topics, as needed.
3. Refers students to appropriate internal and community-based programs and support services.
4. Collaborates with Disability Services regarding early alert interventions.
5. Serves as a liaison between students and the College's occupational and academic departments.
6. Attends division/advisory meetings to remain current in program offerings and career/occupational trends. Relays pertinent information to appropriate Student Service function.
7. Assists with the development of student success, retention, and completion materials and presentations to support individual and group sessions.
8. Maintains accurate/updated records of students who have sought assistance.

9. Responsible for understanding, supporting, and actively demonstrating the College's mission, vision, and values.
10. Engages at-risk, underserved, first generation, low income and differently-abled students, providing one-on-one 'no-choice' meetings to improve engagement and ensure success.
11. Trains and coaches students regarding time management and goal setting/achievement.
12. Develops and implements procedures for intake, monitoring, and assessment of student progress in accordance with program and grant guidelines.
13. Tracks and maintains department expenditure activities and verifies against the grant budget.
14. Attends school activities and events to interact with College students, faculty, and staff.
15. Executes responsibilities in accordance with applicable laws and the organization's policies, which includes the Code of Ethics.
16. Performs other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by personnel assigned this classification. They are not to be construed as an exhaustive list of all job duties personnel so classified.

### **Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associates degree in a related field.
- Minimum three years of work related experience assisting and assessing students/clients in academic and/or life skills.
- Experience working with low-income and/or first generation students preferred.
- Basic knowledge of the organization and operations of a community college, student government, student organizations, and services provided to student body.
- Skill in the use of office equipment and technology, including computers and related software, such as word processing, databases, and spreadsheets, and the ability to master new technologies.
- Ability to handle confidential information.

- Ability to type and enter data with speed and accuracy.
- Ability to understand instructions and follow detailed procedures consistently.
- Demonstrated administrative and organizational skills, including the ability to prioritize multiple tasks, work in a fast paced environment with numerous interruptions, and meet deadlines.
- Skill in maintaining and updating records and related systems.
- Ability to effectively communicate and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with staff, students, faculty, the public, and other professional contacts.
- Ability to critically assess situations, maintain attention to detail, solve problems, work efficiently under stress, within deadlines, and changing work priorities.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, view and create written documents. Employee must communicate with others in person and on the telephone. Must view and produce electronic documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, or kneel. The employee must occasionally lift and/or move items of light weight.

While performing the duties of this job, the employee typically works in a business office setting. The noise level in the work environment is usually quiet.