Philander Smith College
Success Coach
S.T.A.R.S.

Philander Smith College is seeking an energetic Student Success Coach to provide case management, academic coaching, planning and support services to a cohort of students implementing strategies that promote student success.

RESPONSIBILITIES:

- Act as a hands-on advisor, mentor, and coach to a cohort of advisees by instilling a sense of excitement regarding student success, retention, and graduation;
- Create a success plan and meet with students to track academic progress and support services and work with students to develop effective study habits, organization, and time management skills;
- Assist students with navigating college services and making internal and external referrals when necessary, coordinating follow-up meetings, and documenting outcomes;
- Supervise Peer Coaches;
- Respond/monitor Early Alert System;
- Deliver personalized coaching services through innovative and proactive outreach as life coach (personal, academic, and professional) to incoming freshmen;
- Create a multitude of ways to provide high touch support for students in overcoming obstacles, gaining confidence, and reaching their personal, academic and professional goals (e.g., weekly meetings, texts, blogs, push notifications, social media);
- Assist students with the challenges of balancing academic life with external commitments and situations that may interfere with their ability to be successful students;
- Work with students and faculty to ensure that individual advisees are engaged with the College and are maintaining satisfactory academic progress;
- Deliver personalized coaching services through innovative and proactive outreach as life coach (academic, personal, professional coach) to traditional full-time undergraduate students, with availability to assist any student in need of assistance, to ensure a positive student experience;
- Create a multitude of ways to provide high touch support for students in overcoming obstacles, gaining confidence, and reaching their personal and professional goals (e.g., weekly meetings, texts, blogs, etc.);
Serve as a key player in the social and academic integration for students by developing a positive rapport with students, parents, faculty, staff, and employers including prompt response time to all inquiries;

Collaborate with Career Services to educate students on how to create professional resumes, cover letters and CV’s; conduct effective job and internship searches, and master interviewing skills;

Train students and assist in their development and understanding of PSC policies, curricular and co-curricular opportunities in order to optimize their PSC experience;

Electronically maintain thorough and accurate student information on attendance, participation, progress, retention, graduation, and post-graduate plans.

REQUIRED QUALIFICATIONS:

- Bachelor’s degree required, Master’s preferred;
- Background in secondary education, higher education administration, social work, counseling, or special education preferred;
- Knowledge of the basic principles and theories of student development, educational administration, and public relations; Knowledge of the enrollment process including applying for federal financial aid and affordability;
- 1-3 years of successful experience employed in an advising or student success capacity;
- Experience working with and a demonstrated sensitivity to understanding the needs and concerns of a diverse urban student population, many of whom are first generation college students;
- Proficient with computer applications and word processing software. Knowledge of Microsoft Office, student information systems, database administration, social networking,
- Ability to collaborate with Student Affairs and other members of the PSC community toward student success.
- This job description reflects the assignment of some essential functions of the job; however, nothing restricts management’s right to assign or reassign duties and responsibilities to the job at any time.

HOW to APPLY:
Review of applications will begin immediately, and the position will remain open until filled. Interested applicants should submit a letter of application, resume, and a list of three references along with any supplemental information requested above.

Equal Opportunity Employer
Philander Smith College is an Equal Opportunity Employer and does not discriminate against applicants or employees based on age, race, sex, national origin, ethnicity, veteran status or religion.