



POSITION ANNOUNCEMENT

Success Coach

Applications are being accepted for the position of Success Coach. This position will assist in the implementation of the TRIO Student Support Services (SSS) program to promote academic success, degree/certificate completion, and transfer to a four-year university or college. This individual will support and coordinate projects and activities of the TRIO SSS program. The TRIO SSS Coach will serve as a positive college ambassador to learners, staff, and the community. This position is contingent on the TRIO SSS grant's funding.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in education, counseling/student services or closely related field required; master's degree preferred.
- 2 years' experience preferred in working with similar projects or programs for disadvantaged individuals.
- Experience and ability to teach a topic or key concept for academic success to students in the TRIO program.
- It is preferred that this position is filled with an individual that has personal experience in overcoming barriers similar to those confronting the program participants and/or experience working with learners in higher education that are first generation students, low income or have a disability.

Necessary Knowledge, Skills, and Abilities:

- Training or experience in programs which promote persistence, transfer, and graduation rates.
- Strong and effective personal communication and presentation skills.
- Demonstrated ability to work with diverse groups of people.
- Knowledge of how to reach the needs of at-risk populations.
- Excellent computer skills as appropriate for the area as well as having the ability to update skills based on new computer technology. This includes proficiency in the Microsoft Office Suites programs.
- Ability to work independently and collaboratively with others or in teams.
- Preferred experience with Student Information Systems and Learning Management Systems.
- Ability to prioritize tasks and problem solve.
- Ability to travel to various locations.

A complete job description is attached.

Interested candidates should submit an application, cover letter, and updated resume in Word or PDF format to careers@northweststate.edu using subject line "Success Coach".

For a complete listing of current Career Opportunities, visit www.northweststate.edu & click "about NSCC" then "Work for NSCC."

Office of Human Resources
Northwest State Community College
22600 State Route 34
Archbold, OH 43502
EOE M/F/D/V

Northwest State Community College is an Equal Opportunity Employer and educator that does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services. In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 3/9/2021 – 3/16/2021



POSITION TITLE: Success Coach

DEPARTMENT: Student Services

SUPERVISOR: Director of TRIO - SSS

GRADE LEVEL: 12-month Professional Specialist, Professional Unit

GENERAL PURPOSE

This position will assist in the implementation of the TRIO Student Support Services (SSS) program to promote academic success, degree/certificate completion, and transfer to a four-year university or college. This individual will support and coordinate projects and activities of the TRIO SSS program. The TRIO SSS Coach will serve as a positive college ambassador to learners, staff, and the community. This position is contingent on the TRIO SSS grant's funding.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Participate in recruitment efforts through events, marketing, and outreach.
2. Build awareness to faculty/staff on the TRIO project through fact sheets, campus events, or meetings.
3. Conduct orientation for TRIO learners to onboard into the program.
4. Develop a holistic assessment of learner's needs abilities, and barriers.
5. Design and conduct workshops for learners.
6. Connect learners to college and community resources such as tutoring, academic advising, financial aid, registrar, career services, accessibility services and transfer opportunities.
7. Ongoing case management, follow up, and retention initiatives that ensures learner success.
8. Meet individually with learners for coaching sessions on a regular basis.
9. Participate in and assist team with special projects and events.
10. Update and maintain information in student tracking software to monitor program's progress and goal obtainment.
11. Provide learner feedback and assessment data to the program director as needed.
12. Participate in professional development activities as requested by the Program Director.
13. Maintain confidentiality of student records and other confidential or sensitive information.

QUALIFICATIONS

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- Ability to prioritize tasks and problem solve.
- Ability to travel to various locations.

SUPERVISION EXERCISED

None.

RESPONSIBILITY FOR PUBLIC CONTACT

The position frequently meets or is in contact with current, former and prospective students and the general public, guidance counselors, and government agencies.

PHYSICAL DEMANDS

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.

WORK ENVIRONMENT

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