

Southwest Tech is committed to providing a welcoming environment and a sense of community where all employees can experience success. We empower and inspire all members of the Southwest Tech community to embrace differences, defend human dignity, and respect the richness of values and ideas that each person brings to the college.

POSITION**Academic Success Coach [Full time/Benefited]****APPLY BY****Open Until Filled****HIRE DATE****June 16th, 2025****DIVISION**

Student Services

REPORTS TO

Disability and Support Services Manager

CLASSIFICATION

Salaried (Exempt)

POSTING DATEMay 12, 2025

SUMMARY

The Academic Success Coach supports student achievement, engagement, retention, and graduation through academic and personal support services. This position works collaboratively with faculty, advisors, and student support staff, with a special focus on Special Populations as defined by the WTCS—students with disabilities, Pell Grant recipients, veterans, incarcerated individuals, dislocated workers, students of color—and English Language Learners (ELL). Responsibilities include case management, academic tutoring, mentoring, creation and implementation of Student Success Plans, and support in career development and transfer opportunities. The coach also connects students with campus resources, promotes an inclusive and supportive environment, and maintains flexible hours, including evenings and weekends, to accommodate student needs year-round.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE

- Collaborate with instructors, advisors, and support staff to provide academic and support services that promote student retention and graduation.
- Serve as a case manager and mentor for Special Population, ELL, and Adult Education students, including creating and updating Student Success Plans and supporting academic, career, and transfer goals.
- Provide individual and group tutoring sessions; assist as an in-class lab assistant or tutor. Support the development of Student Success Plans and deliver early interventions to improve student outcomes.
- Monitor student progress and implement proactive strategies for at-risk students.
- Connect students with Southwest Tech resources and support services to promote academic, personal, and career success.
- Identify and address institutional, academic, and personal barriers by collaborating with stakeholders.
- Share information about campus/community resources and college success strategies.
- Support the development of an inclusive environment through external relationship building.
- Partner with Recruitment to support enrollment of ELL and diverse students.
- Collaborate with departments to develop initiatives that enhance success for special population students.
- Collect and report data related to student retention and program completion.
- Perform related duties as assigned.
- Maintain flexible availability, including evenings and/or weekends, to meet student needs

TRAINING AND EXPERIENCE

- Bachelor's degree in education or related field and 3 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above
- Master's degree in education preferred.
- Preference to individuals fluent in Spanish with excellent written and spoken Spanish skills.

KNOWLEDGE/SKILLS

- Excellent interpersonal communication skills. Ability to relate successfully with students, other college staff and people of diverse cultural, social or educational backgrounds
- Highly organized, able to manage multiple projects and meet critical deadlines, track details, work both independently and on a team
- Superior decision-making and conflict-resolution skills.
- Ability to use judgment, discretion, and maintain confidentiality with sensitive student issues.
- Motivational Interviewing
- Operating computers and software
- Problem solving and critical thinking.
- Program management
- Customer Service
- Maintaining records
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisors, students, the general public, and others sufficient to exchange or convey information.
- Solid understanding of general education concepts and their applicability to the day-to-day operations within industry
- Knowledge of study skills development and curriculum to support such activities.

PHYSICAL REQUIREMENTS STATEMENT

- Southwest Tech is committed to creating an inclusive and accessible workplace. While certain job roles may require physical capabilities, we welcome applicants of all abilities and are committed to providing reasonable accommodations throughout the hiring process and in the workplace.

APPLICATIONS

Internal and External applicants complete and submit the online employment application at www.swtc.edu/jobs

For questions regarding the application process, or if you need an accommodation, please email Human Resources at humanresources@swtc.edu or 608.822.2314. (TDD: 608.822.2072).

SALARY RANGES

C41: \$48,409.24- \$68,471.54

BENEFITS/SERVICES

Our comprehensive benefit package includes the following and much more:

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| • Health Insurance | • Health Club Access | • Additional Voluntary Benefits |
| • Dental Insurance | • Wisconsin Retirement System Contribution | • Paid Time Off |
| • Vision Insurance | • On-campus day care (hourly rate charged) | |
| • Life Insurance | • College Savings Program | |
| • Long-Term Disability | | |
| • Health Savings Account | | |

SELECTION PROCESS

The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer may be subject to completion of a criminal background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.