

POSITION TITLE: Student Success Coach
DIVISION: Student Services
REPORTS TO: Chief Student Services Officer
CLASSIFICATION: Salaried
POSTING DATE: October 23, 2017

INTERNAL/EXTERNAL POSTING

SUMMARY: Provide individualized and broad student advocacy to help prospective, admitted and enrolled students navigate the college experience. Serve as community outreach specialist by providing college and career exploration activities in district communities/outreach sites and regional secondary schools to generate enrollment. Coaches mentor admitted and enrolled students through academic, career and personal development, empowering them to personally define success and to set achievable goals while pursuing completion and graduation pathways.

ESSENTIAL DUTIES/RESPONSIBILITIES: include the following. Other duties may be assigned.

Career Development

- Assist district residents in acquiring career information, developing career awareness and advancing employment readiness needed to achieve career goals.
- Work with influencers, including high school staff, to develop and provide appropriate, hands-on, informational activities and presentations for prospective students.
- Assist new students with the admissions process including admissions requirements, career assessments, placement testing, and enrollment.
- Help undecided or undeclared students select a career pathway/program of study.
- Provide career coaching to prospective students and assist with the admissions process for students, parents, faculty, and staff.
- Engage prospective students & influencers in productive conversations– in person, via phone, online, etc.
- Develop and maintain positive working relationships with a variety of influencers of prospective Southwest Tech students including high school staff, parents, employers etc.
- Host individual campus visits for prospective students.

Currently, this position serves these high schools & district communities: Barneveld, Belmont, Dodgeville, Highland, Pecatonica, and Iowa-Grant. This position also supports 6-8 recruitment events off campus. Coaches are expected to monitor progression and market share from their service areas.

Academic, Career, and Life Coaching

- Maintain direct contact with student advisees. Promote knowledge and skills necessary for college and career success. Reinforce student-driven approach.
- Monitor accepted and in-progress application rate for each advised program; assist in coordination of marketing & recruitment adjustments.
- Foster effective relationships with students to assist in identifying their career goals and educational plan.
- Accurately advise students regarding application, enrollment, and waitlist status, curriculum updates, and class offerings/availability.
- Interpret assessment results, articulated credits & transfer records to determine placement and transferability.
- Process program changes, drop/adds, withdrawals and other changes according to college procedures.
- Monitor student progress toward program completion
- Assist students with academic warning/probation and denial in creating improvement and completion plans.
Coaches will be expected to share equal distributions of advisee loads with a target of serving an average of 10 Programs of Study. This position serves these programs: Cosmetology, Criminal Justice, Electrical Power Distribution, Graphic and Web Design, Human Services Associate, IT, Medical Assistant, Paramedic Technician, Security operations, and University Transfer – Liberal Arts. In the absence of a program coach's availability, colleagues will develop a body of knowledge to serve in a back-up capacity. Coaches will monitor progression of advisees and help them develop self-advocacy skills.

Intervention and Referral Management

- Identify and problem-solve barriers to learning success.
- Assist with the development and implementation of intervention and retention strategies.
- Follow up on Student Alerts and Behavior Concerns and make referrals as appropriate.

Coaches will be expected to demonstrate follow through with students identified as at-risk through identified alerts. Coaches will be expected to monitor and improve retention of students through these tools.

Leadership –Coaches will serve as champions on a variety of operational and strategic campus initiatives. Coaches will share and divide the following leadership roles:

- Attend and represent Southwest Tech at assigned recruitment events
- Lead enrollment data analysis.
 - a. Analyze data and identify optimum conversion rates based on on-and-off campus interactions.
 - b. Develop and implement effective admissions and enrollment strategies.
 - c. Monitor the collection of prospect information into student data system for follow-up communications.
- Lead efforts to increase prospective and enrolled student exposure of Credit for Prior Learning opportunities.
Coaches will be accountable to demonstrate leadership with assigned initiatives.

PERFORMANCE EXPECTATIONS:

- Excellent communication, presentation, and customer service skills.
- Ability to relate successfully with students, staff and people of diverse cultural, social or educational backgrounds.
- Utilization of data and technology for decision making and communications.
- Flexible work schedule that will involve some evenings, weekends, and travel to district sites and out-of-district events.
- Follow all safety and security policies and procedures of the college.
- Responsible for identifying and reporting unsafe behavior or hazards.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Associate Degree in Marketing, Communication, Education, or related field from an accredited college. Must receive Bachelor's Degree within 3 years of appointment to position. Master's preferred.
- Minimum of two years of professional experience working in related field (education, marketing, non-profit).
- Knowledge of career assessment, planning, and placement. Career Development Facilitator Certification preferred or must receive within three years of appointment to the position.
- Proficient using standard office equipment and software (i.e. Word, Excel, PowerPoint, Outlook, Student Management Software). Ability to use multi-media and audio-visual equipment as needed.
- Valid Driver's License. Able to successfully pass a criminal background check and a negative drug test.

PREFERRED QUALIFICATIONS:

- Bachelor's Degree in Marketing, Communication, Education, or related field.
- Master's in Student Affairs, Educational leadership or related field.
- Bilingual. Preferred language: Spanish.
- Experience working with at-risk and underrepresented students.
- Familiarity with the secondary education system and current trends.
- Knowledge of Southwest Tech programs, college transfer information, or other Southwest Wisconsin resources preferred.

APPLICATIONS:

Internal & External applicants - to apply visit <https://www.swtc.edu/about/job-opportunities>, click **Apply Now** to complete and submit your application.

Contact humanresources@swtc.edu with questions regarding the application process or call 608.822.2314

CLOSING DATE FOR APPLICATIONS: November 8, 2017

STARTING DATE: December 12, 2017

SALARY BAND: C42, Range \$47,777 - \$66,888

BENEFITS/SERVICES: Our comprehensive benefit package includes the following and much more:

<ul style="list-style-type: none">• Health Insurance	<ul style="list-style-type: none">• Dental Insurance
<ul style="list-style-type: none">• Life Insurance	<ul style="list-style-type: none">• Long-Term Disability
<ul style="list-style-type: none">• Health Savings Account	<ul style="list-style-type: none">• Health Club Access
<ul style="list-style-type: none">• Wisconsin Retirement System Contribution	<ul style="list-style-type: none">• On-campus day care (hourly rate charged)

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 will be subject to completion of a criminal background check and pre-employment drug screening.