

Job Description

Position Title: College Success Coach

Job Family: Student Services

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The College Success Coach performs a variety of coaching and advisory services. Assists students with decision-making processes relating to academic, personal, and professional goal achievement. Serves as a student advocate and collaborates with college stakeholders to remove barriers, increase options, and support individual student success.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Using a strategic and consultative coaching approach, asks high-impact questions to understand the student's top performance challenge (academic or personal), identify its root cause, co-create solutions, and implement a custom action plan designed to improve performance and help students reach their short-term/long-term academic, personal, and professional goals.
2. Monitors student academic progress; analyzes confidential student information; identifies issues and discrepancies and formulates recommendations for the appropriate action based on findings. Researches and recommends resolutions for technically difficult and complex student issues and concerns.
3. Builds rapport and trust with students to create a connection and develop supportive relationships that inspire students' belief in themselves and a sense of belonging at PCC.
4. Assists students with general information and acts as a student liaison to the college by helping students to navigate PCC's landscape, understand PCC's policies and procedures and connect to faculty, their success network, support services, and college and community resources.
5. Prepares, develops, and presents information relevant to academic coaching practices and student success in the form of instructional materials, classroom presentations, workshops, and/or activities.
6. Collaborates with team members, faculty, student affairs, learning support and other various departments to create, modify and support student success efforts.
7. Actively participates in professional learning opportunities and stays current on the latest thinking and trends in the areas of equity and inclusion, academic coaching, academic success skills, learning support, and student success.
8. Performs all other duties and responsibilities assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of advising and counseling practices as well as college policies and procedures.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of principles and methods for promoting programs and services.
4. Knowledge and application of various instructional methodologies.
5. Skill in analyzing data and drawing conclusions.
6. Skill in effective communication (both written and oral).
7. Skill in organization, coordination, and management.
8. Skill in public speaking.
9. Ability to develop and maintain effective and positive working relationships.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
 - One (1) to Three (3) years' experience working directly with students in an educational setting or related experience required.
 - Three (3) to five (5) years of experience working directly with students in an educational setting or related experience preferred.
- OR an equivalent combination of certification, education, and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License