

# Human Resources

**EXTERNAL POSITION OPEN***Grand Rapids Community College is committed to a diverse and inclusive work and learning environment.*

Date: December 21, 2015  
 Title: **Student Success Coach- Professional Services: Limited Benefits-  
 (2 positions)**  
 Position Number: 656  
 Hours: 48 weeks per year/40 hours per week  
 Grant funded through September 30, 2016  
 Salary Range: \$17.01/hour  
 Reports to: Associate Director of the College Success Center  
 Close Date: January 8, 2016

## **Summary**

The Student Success Coach will support the activities of the College Success Center. Activities include customized interventions for developmental education students such as FastTrack and OnTrack. The Student Success Coach will be responsible for recruiting, assessing, placing, monitoring and follow up with students to ensure completion of program and degree. This position requires high-touch and intrusive case management. Regular communications with students and faculty through various means such as e-mail, phone call, classroom visits, and face to face conversation is expected. The Student Success Coach is expected to be knowledgeable about community and campus resources for referrals and creative strategies to encourage and support students.

## **Essential Job Functions**

- Coach students using assessment information to build Student Success Plans.
- Develop and update student profiles to determine needed student supports and services.
- Assist with providing intake assessments of individual student skills and characteristics.
- Design interventions in response to early alert reports.
- Track and monitor student progress toward goal achievement.
- Provide case management services.
- Refer student concerns to appropriate college service area, community resources and services, as needed.
- Facilitate targeted interventions and soft skill workshops, such as time management, to assist students in academic goal achievement.
- Encourage students to complete targeted interventions and utilize campus resources.
- Monitor student classroom attendance, participation in targeted interventions, and degree/transfer completion goals.
- Schedule appointments for students with campus and community service providers, as needed.
- Engage in regular communication with faculty on support strategies for students.

- Support college-wide activities such as orientation, Ready, Set, Enroll, Re-enrollment Project, etc.
- Support the college's outreach efforts such as Accuplacer testing and implementation of FastTrack and OnTrack at regional High Schools, and other activities and events.
- Provide workshops for College Success Program students and staff.
- Input and report student data as needed.
- Attend regular team meetings.
- Regular attendance during normal scheduled hours is required. Being present is essential for serving customers and performing the essential functions of this position.
- Perform other duties as assigned.

## **Job specifications**

### **Education and Experience**

- Bachelor's degree required. Master's degree highly preferred. Degree in Social Work preferred.
- Work experience with at-risk populations required.
- Experience in higher education preferred.
- Experience with cognitive and non-cognitive assessments.
- Experience with biopsychosocial intake preferred.

### **Skills**

- Ability to relate to diverse community college student populations.
- High level of energy, enthusiasm, and the ability to be innovative and creative.
- Ability to organize work, handle multiple tasks, and meet timelines in a multi-project environment.
- Ability to work collaboratively.
- Proficient in use of electronic student information systems (PeopleSoft), Microsoft Office (especially Excel), Scheduling and Reporting System (SARS), and other Internet applications preferred.
- Proven communication skills, including writing.
- Self-motivated with the ability to work independently with minimal supervision.
- Knowledge of data reporting systems; experience with data tracking and preparing reports preferred.
- Ability to maintain a positive customer and student oriented approach in a demanding work environment.
- Strong interpersonal skills and demonstrated ability to work as part of a team.
- Proven experience in working with diverse populations both with individuals and groups.
- Knowledge and experience with self-assessments such as GRIT and barrier checklists.
- Compliance with FERPA guidelines.
- Understanding of the mission of community colleges.

### **Mental Demands**

- Must be able to communicate effectively and efficiently both verbally and in writing.
- Must be able to effectively manage high stress student issues and concerns.

## Physical Demands

- The position requires long periods of sitting, standing, reading and writing, listening and speaking.
- Must be able to lift up to 20 pounds.

## Working Conditions

- Must be able to work flexible hours (i.e. night) including occasional weekends.
- Must be able to commute between campus locations and travel locally to participate in recruitment, testing, and intake activities in area High Schools.
- The College Success Center setting is a shared office environment (open cubicles) where coaches are accessible to students at any given time.

## Method of Application:

Grand Rapids Community College is only accepting online applications for this position. To apply for this position, please visit our website at <https://www.grcc.edu/jobs> and see instructions. Submit a cover letter and resume in one document. The opportunity to apply for this position will close on January 8, 2016. Individuals with diverse backgrounds are encouraged to apply. Grand Rapids Community College is an equal opportunity employer.

*Grand Rapids Community College creates an inclusive learning and working environment that recognizes the value and dignity of each person. It is the policy and practice of GRCC to provide equal educational and employment opportunities regardless of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics in all programs, activities, services, employment and advancement including admissions to, access to, treatment in, or compensation in employment as required by state and federal law. GRCC is committed to reviewing all aspects of GRCC programs, activities, services and employment, including recruitment, selection, retention and promotion to identify and eliminate barriers in order to prevent discrimination on the basis of the listed protected characteristics. The college will not tolerate any form of retaliation against any person for bringing charges of discrimination or participating in an investigation. Further information may be obtained from the EEO Office or the Office of General Counsel, 143 Bostwick Avenue NE, Grand Rapids, MI 49503-3295.*

