Position Title: **Success Coach**

Department: Academic Support

Reports To: Director of Academic Support

Classification/ FLSA Status: Level II (Exempt Administrative)

Primary Function: Under the supervision of the director of academic support, the success coach works to promote an increase in academic performance and persistence to graduation. The success coach provides educational guidance, support and assistance using a variety of advising techniques to create personalized interventions, coaching and support services (both academic and non-academic) for all assigned students in the Doctor of Chiropractic program.

Key Responsibilities:

1. To conduct one-on-one meetings with students to develop time management, study and test-taking strategies

2. To work closely with the director of academic support and other college departments to provide institutional resources, assistance and guidance to students

3. To foster the development of critical and creative thinking skills, problem solving, learning strategies, and inter-and intra-personal skills to result in improved success inside and outside of the classroom

4. To assist students in planning course schedules, recommending courses and determining appropriate solutions to overcome barriers to student success

5. To determine the best personalized course of action to proactively serve individual students, as well as provide follow-through and determine whether students utilized recommended services

6. To monitor and utilize the college's early-alert system to create intervention strategies and resolve student issues

7. To maintain a working knowledge of all institutional policies

8. Participate in ongoing professional development as determined by the director of academic support

9. To lend enthusiastic support to college policies and to fellow co-workers and to participate in the annual Lyceum program

10. To assume such other duties as assigned by the director of academic support

11. Commitment to the mission of the college

Essential Knowledge and Skills:

1. Bachelor's degree with a minimum of three years of experience in advising, counseling, academic coaching or a similar role (Master's degree preferred)

2. Strong organizational and prioritization skills

3. Superior listening, critical-thinking and problem-solving skills

4. Ability to exercise judgment and discretion in interpreting and applying departmental policies and procedures

5. Ability to relate to a diverse population and to maintain composure when faced with difficult situations

6. Ability to follow instructions as well as to take initiative

7. A desire to work in a service- and team-oriented environment

8. Ability to compose and prepare accurate reports, records and correspondence

9. Ability to communicate professionally, both orally and in writing

10. Ability to perform critical, deadline-driven tasks while maintaining a spirit of collegiality and enthusiasm

11. A commitment to and an understanding of the importance of confidentiality

12. Computer: MS Office, with a high degree of skill with Word and Excel

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to walk, stand/sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus. Occasional crouching and kneeling may be required and carrying with weight limit of 25 lbs. Strains/stresses may be related to computer use.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all college policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

_____ _____/_____/_____

Employee Signature Date