



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Student Success Coach Leader
POSITION NO.	501036, 501694, 502404, 502732, 502882, 502887
LOCATION	Multiple
REPORTS TO	Director Advising & Counseling
GRADE	CCRIPSA 13
WORK SCHEDULE	Non-standard, 35 hours per week including day, some evening, and some weekends required; remote up to 2 days/week; frequent travel to each campus required; work variable/rotating shifts required such as 8am - 4pm and 11am - 7pm
SUPERVISION	Professional and support staff
REVISION DATE	September 2023

JOB SUMMARY:

Reporting to a Director, the Student Success Coach Leader will provide day-to-day performance management, supervision, training, and mentorship to a team of Student Success Coaches in a dynamic, outcomes-focused environment. The Leader may have a reduced assigned group of students and will be the subject matter expert leading the day-to-day student coaching function within CCRI's academic and career pathways. The Leader will collaborate with Faculty Pathway Navigators to improve team performance with the student experience and outcomes such as the verification of enrollment, satisfactory academic progress, course success, transfer plans after graduation, and payment for registered classes.

These duties and responsibilities are in addition to the Student Success Coach.

The Student Success Coach Leader will provide a high level of holistic, personalized support to an assigned group of students from enrollment to graduation through in-person and online meetings, inbound and outbound calls, texts and emails to students to ensure they are on a path to successfully earn their degree. The Student Success Coach Leader will help a diverse group of students overcome a myriad of obstacles by conducting proactive, data-informed student outreach with navigating social, academic, and administrative aspects of CCRI.

The Student Success Coach Leader bridges academic and co-curricular boundaries by connecting individually with students, connecting students with interest and identity groups and with professors and campus resources. The Student Success Coach Leader will work in a fast-paced and equitable outcomes-driven environment. The Student Success Coach will support assigned students with fulfilling their educational goals through an approach that includes enthusiasm, initiative, excellent interpersonal skills, content expertise, data analytics, and promotion of student self-efficacy.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Staff & Performance Management (higher level than Coach)

- Leader of a team of Student Success Coaches (SSC) responsible for SSC performance accountability, stewardship of resources, and professional development in alignment with goals and objectives
- Collaborate with Director to set clear expectations about goals of advising and the specific steps that staff should take to achieve student experience and success operational results
- As subject matter experts, interpret policies, train SSC on practice and problem-solving, and exercise judgement with defined policies and procedures to determine appropriate action

- Participate in approved ongoing training and professional development
- Contribute to ongoing SSC training and professional development within the Advising Center
- Active service on College and department level committees that supports Advising Center goals and objectives
- Lead team in facilitating projects, programs, and initiatives that support the Advising Center
- Manage day-to-day team operations of the Advising Center
- Use data and related technologies, and conduct analyses to monitor team progress, individually and as a group, with key priorities and goals (e.g., weekly, term, annual)
- Continuously measure and monitor student feedback, the quality of student interactions and engagement, and advising accuracy and thoroughness of the team
- Standardize the support provided by Coaches (e.g., outreach modes and frequency)

Administration:

- Accurately document, maintain, and track student interactions, information, and progression through CCRI systems such as Banner, Starfish, Argos Reports, and CRM.
- Act as a liaison by assisting with administrative processes to include registration, degree planning, payment and financial aid options, and act as a liaison between students and other departments. Assists students, individually or in groups, with College Scheduler class registration, Satisfactory Academic Progress workshops, etc.
- Monitor and outreach to students, intervene early with students and assist students through the satisfactory academic progress process. Assist students with financial aid appeal package completion; review documentation, make appeal decision and complete decision documentation. Establish and monitor educational plan for students with approved appeals.
- Possess thorough understanding of CCRI knowledge, policies, procedures, systems to effectively and accurately guide and coach students with situation applications and self-service usage.
- Maintain a mastery of advising content knowledge for academic programs.
- Maintain basic knowledge of federal and institutional policies and regulations pertaining to Federal Title IV, RI Promise, payment plans, and billing system by participating in ongoing internal and external training.

Communication:

- Be highly visible and dynamic through interactions with students by phone, video conferencing, text, and email on a regular and consistent basis.
- Manage and coach assigned students from first class start to degree completion through proactive service and outreach.
- Communicate directly with students to resolve current account balances using a high level of customer service and problem-solving skills to prevent interruption to their program.
- Provide options to students regarding all payment options and guide students through the steps of the financial aid process.

Relationship Building:

- Proactively develop and maintain relationships with students by establishing rapport and trust, educating them on CCRI programs and services, academic requirements and preparing them for academic success.
- Employ a holistic advising approach that allows for in-depth conversations with advisees, while establishing roles of trust, and allows for effective referral of students to available resources.
- Guide students by engaging in a consultative dialogue based on student needs, motivations, career and educational goals; presenting information in a professional, articulate, and confident manner.
- Inspire, coach and advise assigned population of students on their program, learning environment, administrative and registration processes, and potential life issues such as time management, academic challenges and study skills through graduation.

Student Onboarding Support:

- Provide and educate students with available tools (e.g., Degree Works) and resources (e.g., Tutoring) by anticipating needs through consultative conversations.
- Provides students with an introduction to support services, technologies, and required actions (e.g., Verification of Enrollment, Drop for Non-Payment, etc.) to support self-service behavior and success.
- Provide comprehensive responses to student questions regarding transfer credit, transcripts, document tracking and other records being sent to CCRI.

Team and Partnership Support:

- Contribute to individual, team, and department goals on a daily, weekly, monthly basis to ensure student success goals are met. Demonstrate high quality customer service throughout all student interactions.
- Participate in recruitment activities and student retention initiatives including attending virtual and/or onsite open house events, information sessions, webinars, and other events as requested to offer guidance.
- Other duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

Working knowledge of various office equipment which may include computers, typewriters, telephones, copy machines, calculators, fax machines, etc.

Must have access to and use of own transportation.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree
- Demonstrated knowledge or experience in the areas of project management, performance management, and applied data analysis
- Demonstrated relevant work experience providing outstanding customer service
- Demonstrated excellent time management skills, high learning agility, creative problem solving, interpersonal, oral and written communications, and presentation skills, with strong attention to detail and accuracy
- Demonstrated proficient computer skills including Microsoft Office, Internet applications, and database software

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish preferred

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.