



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Coach Student Success
<b>POSITION NO.</b>	502575
<b>LOCATION</b>	Warwick Campus
<b>REPORTS TO</b>	Office Manager
<b>GRADE</b>	PSA 09
<b>WORK SCHEDULE</b>	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
<b>SUPERVISION</b>	May supervise part-time and student employees
<b>LIMITATION (if applicable)</b>	N/A
<b>REVISION DATE</b>	September 2024

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**JOB SUMMARY:**

The Student Success Coach will assist the Office Manager in the administration and coordination of all Advising and Counseling services, providing technical and clerical support as needed. Prioritize workflow of the front desk staff ensuring all deadlines are met efficiently and departmental responsibilities are consistently maintained. Provide extraordinary customer service for students, staff, faculty and visitors.

**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

**Student Support:**

- Support course registration as prescribed by degree and transfer evaluations and placement tests
- Assists students, individually or in groups, with College Scheduler class registration
- Provides students with an introduction to support services, technologies, and required actions (i.e., Verification of Enrollment) to support self-service behavior and success
- Ensure effective hand-off to the assigned caseload advisor for support with future semester's course selection and registration, financial well-being, career and transfer preparation, and academic performance
- Provide and educate students with available tools (e.g., Degree Works) and resources (e.g., Tutoring) by anticipating needs through consultative conversations
- Schedule, setup and host all virtual drop in Advising sessions. Maintain order of students entering. Monitor email and chat to assist students. Monitor the WebEx chat for additional inquiries from staff and Advisors related to the student meetings. Greet incoming students and make periodic announcements as to the procedures of the session
- Respond to all email inquiries in the Department email account. Provide students with the appropriate steps to get started at CCRI. Relay information and answer myriad inquiries related to problems that students are encountering
- Assist with the preparation and coordination of the Advising presence at various enrollment/orientation events which may take place during the evening or weekend
- Work in the Signal vine platform answering general student inquiries
- Maintain a high level of knowledge and understanding about JAA requirements between participant schools
- Prepare for advising virtual drop-in sessions to ensure students will be eligible to register for classes (including but not limited to examination of student records and files to ensure that there are no holds). Contact students and other departments to resolve issues prior to scheduled appointments. Assist students with implementation of new programs for multi-measures. Scan confidential records for use in Advising planning sessions
- Screen students to determine if the student has been assigned to a case load advisor. Assist the student with the starfish platform providing tutorial services to schedule an advising appointment either in person or virtually. Assist students without an assigned advisor as to the process for registering for a meeting

**Administration:**

- Interview, train and supervise part-time and student employees. Prioritize and assign duties. Schedule all front desk staff to maintain appropriate staffing levels considering seasonal needs for increased staff during times of high demand
- Complete hiring workflows as directed on all campuses
- Act as backup to the Office Manager during their absence to be able to assist with priority assignments. This involves the handling of highly confidential materials which may need to be processed into banner and scanned and saved
- Assist with the collection and verification of data for the various Advising services; and create and maintain various databases, spreadsheets and other computerized files for the programs
- Assist in developing, implementing and evaluating special projects
- Understand and maintain awareness of students who need and/or who are seeking personal counseling services as opposed to academic advising, using compassion and confidentiality, and notify the appropriate counselors
- Maintain working relationships with various college departments to ensure proper processing and problem resolution along with the sharing of information. Coordinate meetings; schedule special workshops/seminars with other colleges, universities or agencies
- Maintain current awareness of features, modifications and/or enhancements of software used in the office, division and college
- Enter and process data, contracts, grant proposals, syllabi, tests, exams, certificates, internal and external reports, letters, requisitions and other correspondence
- Prepare requisitions and/or order program supplies and educational materials via the college's financial information system according to College policy and procedures. Order and maintain supplies needed for the department
- Assist in completing all statistical reports and surveys. Maintain files and records, including confidential material
- Answer telephones; respond to telephone, email and mail inquiries; record messages and forward to appropriate staff. Respond to routine and specific inquiries from other college departments, faculty, students, administrators, and staff. Resolve student issues and complaints when possible or refer to the appropriate administrator
- Assist the Office Manager in program evaluation and developing schedules for staff
- Other duties as required

**LICENSES, TOOLS, AND EQUIPMENT:****ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree
- 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 including Excel spreadsheets, Internet applications, and database software, such as Banner or related SIS system
- Demonstrated ability to navigate complex administrative systems (i.e. Academic, Financial Aid, Billing, using Banner, etc.)
- Demonstrated ability to work with diverse groups/populations
- Advanced office administration experience

**PREFERRED QUALIFICATIONS:**

- Work experience in an educational setting preferred
- Bilingual in English and Spanish preferred

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