

Job Title	KCC Flex™s Enrollment Coach
PVN ID	KB-1907-003177
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	Office of the Vice President for Academic Affairs
Status	Full Time
Annual Salary	\$55,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Oct 17, 2019 (Or Until Filled)

General Description

KCC Flex is a new initiative (comprising KCC Online, KCC Weekend, and KCC Evenings) designed to meet the needs of today's busy students. Through a combination of alternative and accelerated scheduling, expedited application and admissions processes, and dedicated enrollment and academic coaches, KCC Flex is committed to helping adult, nontraditional, and stop-out students earn a college degree and use that degree to further their career and academic goals.

Other Duties

KCC Flex's Enrollment Coach will provide enrollment support and coaching to adult, nontraditional and/or stop-out students from point of inquiry through initial weeks of the first semester. Specific responsibilities include the following:

- Provide prospective and new nontraditional, adult and stop out students with intensive guidance and high-touch support that instills clarity and inspires confidence
- Guide prospective students through their decision-making process by engaging in a consultative dialogue to explore and uncover student needs and concerns, presenting, complex information with precision, and identifying strategies for removing potential enrollment barriers
- Develop application/enrollment/registration plans that connect students' overarching goals with their specific academic requirements
- Build and maintain rapport and trust with students via video, phone calls, email, and text.
- Empower students to work through challenges from their time exploring enrollment through graduation.
- Accurately document all student interactions, information and progression progress through use of CRM system, Starfish and other tools
- Utilize data to detect student patterns and offer tailored support
- Serve as student liaison to other on-campus departments to assure students receive support they need related to financial aid, tutoring, and career counseling. Stay current on school's procedures, policies, etc.

to ensure potential students have current and accurate information.

Qualifications

- Bachelor's degree from an accredited institution and 4 years related experience in higher education.
- Outstanding verbal, written and interpersonal communication skills, including the ability to interact effectively in asynchronous and synchronous online
- Mission-centric and student service ethic: dedicated to student development and success, establishes and maintains effective relationships with students and earns their trust and respect, exceptional counseling, coaching and mentoring skills
- Demonstrated understanding of the needs and challenges facing adult, non-traditional and stop out students from diverse backgrounds
- Strong organization, project management, communication, and facilitation skills
- Ability to work with cross-departmental functions in a collaborative manner to resolve student challenges
- Facility with communication and tracking technologies (particularly CRMs, Microsoft Office Suite, Starfish) and aptitude to learn new systems as needed
- The ability to work evening or weekend hours to support nontraditional learner

PREFERRED QUALIFICATIONS:

- Master's degree in a relevant field
- Experience in an admissions, advising or coaching role in higher education
- Experience with learning management systems and online learning
- Experience working with adult and non-traditional students