

Job Title	FLEX Transfer Coach
PVN ID	KB-2008-003702
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	Academic Affairs
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Dec 18, 2020 (Or Until Filled)

General Description

Kingsborough Community College's FLEX provides flexible degree programming options for adult, non-traditional and stop-out students, expedited application and admissions processes, a combination of alternative and accelerated scheduling, and dedicated coaches to student success. Grounded in research and best practices, the KCC FLEX model is ideal for working people who want an affordable, flexible college education without sacrificing academic quality or holistic support and service.

KCC FLEX is currently seeking an innovative, collaborative, and dynamic individual for the full-time position of Transfer Coach to build and enhance the transfer pipeline for KCC FLEX graduates to CUNY's School of Professional Studies, which offers KCC FLEX graduates the opportunity to complete a bachelor's degree with similar quality, flexibility, support and service.

The FLEX Transfer Coach reports to the Manager of KCC FLEX and serves as the liaison to CUNY School of Professional Studies (SPS) for the FLEX Forward initiative, focused on preparing students to successfully transition to CUNY SPS upon graduation. The FLEX Transfer Coach, through a holistic and proactive approach, serves as the primary expert on transfer options and planning for students transferring to CUNY SPS. The KCC FLEX transfer coach will work closely with other members of the FLEX coaching team (enrollment coach, math coach and student success coach) and with CUNY SPS transfer student navigators to establish early and ongoing relationships with all KCC FLEX students and continued support after transfer.

Other Duties

The FLEX Transfer Coach's responsibilities include, but are not limited to:

- Conduct proactive and individualized coaching and mentoring of KCC FLEX students pertaining to the exploration of SPS transfer options and development of transfer plans
- Serve as the liaison to CUNY SPS regarding student transfer processes

- Work closely with other members of the FLEX coaching team (enrollment coach, math coach and student success coach) and with CUNY SPS transfer student navigators to establish early and ongoing relationships with all KCC FLEX students
- Create a transfer map for each student's progress toward completion of their educational goals and provide guidance on the transfer process to CUNY SPS to earn a four-year degree
- Gain and maintain updated knowledge regarding transfer credit policies and provide updates and support to FLEX Success Coaches
- Assist KCC FLEX students in completion of transfer application
- Support student preparation for assessment of prior learning credit opportunities and working with the KCC FLEX Enrollment Coach and CUNY SPS, provide information about the transfer-in admission process including credit evaluation processes for prior academic work
- Support student completion of microcredentials while earning their degree
- Continue to support KCC FLEX students upon transfer and throughout their first semester at CUNY SPS
- Proactively identify and provide referrals for students to appropriate academic and community resources
- Participate in professional development opportunities
- Perform related duties as assigned

Qualifications

- Bachelor's degree from an accredited institution
- Four years related experience (in admissions, advising or academic coaching) in higher education
- Outstanding verbal, written and interpersonal communication skills, including the ability to interact effectively in asynchronous and synchronous online environments.
- Conduct duties with a holistic, student-centered lens- 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
- Demonstrates 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
- Familiarity with communication and tracking technologies (Microsoft Office Suite, Starfish) and aptitude to learn new systems as needed
- Ability to work evening or weekend hours to support nontraditional learners
- Understand the challenges faced by students enrolled in fully online programs

PREFERRED QUALIFICATIONS:

- Master's degree in a relevant field
- Experience working with non-traditional students and adult learners
- Familiarity with Prior Learning Assessment
- Familiarity with learning management systems and online learning support.
- Experience advising students preparing to transfer from a community college to a 4-year college/university.
- Proficiency with Oracle PeopleSoft Campus Solutions and/or CUNYfirst

- Understanding of Ellucian Degree Works and/or degree audit systems
- Aptitude to learn new systems as needed