

<b>Job Title</b>	Success Coach
<b>PVN ID</b>	ME-2310-005937
<b>Category</b>	Instruction and Social Service
<b>Location</b>	MEDGAR EVERS COLLEGE
<b>Department</b>	Evening /Weekend
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$50,000.00 - \$70,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	May 28, 2024 (Or Until Filled)

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## General Description

The Success Coach in the Predominantly Black Institutions (PBI) Program, in collaboration with the Office of Evening, Weekend and Immersion Programs, serves as a student academic success counselor/advising generalist responsible for monitoring students' progress, advise/counsel students on various topics: academic subjects; testing; financial aid; health services; and bursar. Assist with the planning of social/cultural programs and provide a structure of support to ease students' transition during the academic year. The Success Coach provides academic services to targeted students by conducting recruitment services, needs assessments, assist with providing college prep coaching and workshops, and other required support services on a group and individual basis. This position will focus on students who attend classes in the evening and on weekends. Therefore, the candidate for the position must be available to work weeknights, weekends and occasionally online.

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## Other Duties

- Collaborate with college stakeholders to implement and manage the virtual chat feature;
- Manage the staff in the Office of Evening, Weekend & Immersion Programs;
- Work closely with the Director of Evening, Weekend & Immersion Programs to advance department's priorities in increasing the evening and weekend student population, and students interested in accelerated programs.
- Prepare a comprehensive plan for communicating with students via, group sessions, e-mail, social media, etc., to ensure the number of contacts are enhanced and maintained onsite and virtually.
- Develop, plan, and implement programs to assist with students' transition to the college environment and collaborate with other departments and faculty to facilitate the implementation of programs and activities. This includes workshops in time management, test taking and overcoming anxieties, note-taking, mentoring, and financial aid literacy.
- Designs, delivers, and evaluates interventions, programs, and services for underrepresented,

marginalized, and targeted minority students.

- Develops and coordinates high impact practices, academic support, and advising initiatives for identified student populations.
- Complete additional duties as assigned by the Director of Evening, Weekend & Immersion Program

## Qualifications

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Bachelor's degree, Master's Degree preferred, in Counseling, Psychology, Education, Student Personnel Services, Social Work, or other field with appropriate experience is required. Professional experience working in higher education or related setting. Three-5 years of professional experience in a higher education setting.

Successful experience with chat bot features; online student support services; and as a success coach in higher education, proven skill in working with an electronic student record-keeping database (i.e. PeopleSoft, EAB Navigate) and Microsoft Office Suite computer applications; and a facility for mastering new software formats as needed. Experience working with faculty and instructional academic staff.