



JOB DESCRIPTION

Job Title: Student Success Coach

Department: Enrollment and Student Success

Job Category/ FLSA Status: Student Success/Non-Exempt

Accountability: Student Success Center (currently reports to Interim AVP for Enrollment and Student Success)

Authority: None

Position Description

The Student Success Coach is responsible for proactive involvement in driving students' success through retention and persistence case management, providing assistance with students struggling to adapt to the academic environment and intervening with students at-risk of dropping out of classes or showing other signs of at-risk habits such as excessive absences, lack of engagement, missed assignments or poor grades. The Success Coach will utilize calls, emails, texts, video calls and (as appropriate) in-person meetings to encourage students, to direct them to appropriate resources, to walk them through critical processes, and to track their outcomes. Can be fully remote position.

Major/Essential Functions

- Provides a high level of proactive, personalized academic and persistence coaching for assigned students that helps them overcome obstacles to course completion and, eventually, graduation.
- Tracks and creates collaborative support for at-risk students to increase their retention and academic success.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities

- Works with the Interim AVP for Enrollment and Student Success and the Assistant Director for Student Success to develop and enhance approaches to increasing student retention by proactive monitoring and targeted intervention.
- Functions both proactively (researching engagement levels with assigned group of students or courses) and reactively (with students facing particular challenges) to help CBS adult learners achieve successful academic outcomes.
- Actively connects students to all available resources (online and personal tutoring, technology support, library/research assistance, financial aid counseling, discipleship resources, etc.).
- Provides personable and effective student care throughout the lifespan of students in order to encourage and promote degree completion.
- Functions as outbound representative in returning calls and responding to challenging situations, assigned as needed.
- Maintains intermediate knowledge of program enrollment information, admissions policies and financial aid processes to make accurate decisions and give wise guidance.
- Logs all correspondence, calls, texts, etc., in the student information system for tracking and follow-up purposes.
- Regularly corresponds with key offices to ensure inquiries are being passed through and followed up on efficiently.
- Assists with special retention campaigns or promotions related to student enrollment.
- Adheres to all policies and required statements.
- Perform related duties as required.

Qualifications

Required:

- Bachelor's degree or the equivalent from an accredited institution of higher education
- Experience utilizing a learning management system (such as Blackboard) and a student information system (such as SonisWeb or Campus Student Nexus)
- Committed Christian in good standing with a local church
- In agreement with core (1-8) portions of the CBS doctrinal position and able to sign the doctrinal statement without reservation

Preferred:

- Bilingual in English and Spanish (speak, read, and write)
- Higher education experience, preferably in advising, retention or student success coaching
- Experience using Blackboard, Gmail, and SonisWeb (current; moving to Campus Student Nexus)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.)

- Knowledge of FERPA and other applicable laws
- Proven ability to positively coach and encourage others to accomplish tasks.
- Excellent technical aptitude, with proficiency in Microsoft 365 tools including Excel, Word and Outlook
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to follow departmental processes related to primary duties
- Ability to troubleshoot and solve practical problems
- Ability to communicate particular and general information to assist students in taking appropriate action(s)
- Ability to communicate student issues to relevant departments in CBS using approved communication processes
- Demonstrates excellent communication and organizational skills
- Ability to work effectively and independently without close supervision
- Ability to develop thorough knowledge of CBS's program enrollment information and other required content
- Ability to learn various software and systems as required by CBS

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.)

- Provides weekly status reports on work activities.
- Documents student interventions along with specific steps taken to assist the student
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must engage in a phone or video conversation and record notes, simultaneously
- Employee must be able to work at a computer for extended periods
- Employee must talk and listen via face-to-face contact, videochat and phone

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.)

- Typical office environment
- Must be willing to work flexible hours, including nights and Saturdays (schedule to be determined)
- Work may be on site or remote since systems are cloud based (all work is currently remote)

Security Sensitive

- Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.