SAGINAW CHIPPEWA INDIAN TRIBE OF MICHIGAN

POSITION DESCRIPTION			
Job Title:	SCTC- Student Success Coach	Classification:	Exempt
Department:	Tribal College	Pay Grade:	SCTC-E5
Reports To:	Dean of Students	Approval Date:	10/1/2022

Position Summary:

The Student Success Coach is responsible for promoting a positive and successful learning experience for students in an effort to increase student retention, success, and completion. Helping with registration, assessments, and presenting a comprehensive orientation program aimed at motivating and engaging new students. Assisting students with goal setting, building skills, behaviors, and habits necessary for college success. These include academic and career planning, learning strategies, time management and organization, self-regulation, and self-efficacy. Also provides continuous communication and follow-up to maximize goal attainment. This position is grant funded and continued employment is not guaranteed. The Saginaw Chippewa Tribal College (SCTC) will make continued employment decisions on a semester-by-semester basis and employment is contingent upon funding availability and administrative priority. SCTC values a highly collegial and caring academic environment.

Essential Duties and Responsibilities:

- Performs outreach to community organizations, workforce centers and businesses to present information and materials for student recruitment: Assists with intake, registration, and orientation process; develops and presents Student Success workshops during each semester.
- Assists students with setting goals and identifying, planning for, and overcoming potential obstacles and defining steps in education and career planning; builds rapport and trust with students to support successful goal completion; monitors student progress toward goals; conducts follow up with program participants; offers advisement as needed; supports instructors and program efforts to infuse instruction with persistence and success strategies.
- Provides assistance to students and instructors to problem solve issues that arise related to progress towards academic goals, persistence and attendance.
- Coordinates student referrals to services to help overcome social and economic barriers; follows up on student attainment of GED certificate, employment, and transition to post-secondary education goals.
- Develops and presents lessons, workshops, or courses on career and/or college readiness and skills; develops relationships with college and other training providers to stay abreast of

community needs and college programs in order to provide students with up-to-date and accurate information; establishes and maintains effective working partnerships with key stakeholders.

- Monitors student assessment scores and attendance and maintains advising log or case management files to track contact hours, issues, and outcomes of advising sessions and student portfolios with appropriate documentation.
- Defines, monitors and resolves support processes and key performance indicators required to facilitate service improvement.
- Expand and strengthen employer relations and alumni engagement to cultivate Career Development initiatives and worksites for students.
- Provide overall high-quality coordination of the development and execution of a comprehensive program for undergraduate first-year students including new freshmen and undergraduate transfers.
- Work in accordance with Title IX Coordinator to report any incidents in violation of Title IX.
- Provide excellent customer and student service for all internal and external customers of the operations at all times. Provide solutions for customer and student concerns and continually focus on customer and student services as our top priority.
- Maintain student confidentiality in accordance with the Family Educational Rights and Privacy Act (FERPA) and all other privacy regulations.
- The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.
- Provide excellent customer service for all internal and external customers of the operations at all times. Provide solutions for customer concerns and continually focus on customer service as our top priority.
- Must maintain strict confidentiality and present a positive, professional demeanor and image at all times.
- The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

Contacts/Purpose of Contacts:

- Contact with tribal community to provide educational and knowledge-based activities.
- Contact with Tribal College Administration, Faculty, Staff, Students, and Program Staff to ensure a quality and effective program.
- Contact with other programs and individuals in local community.

Minimum Qualifications:

- Bachelor's degree in Education, Human Services, Leadership or related field from an accredited institution of higher learning recognized by the US Department of Education.
- Experience providing success coaching to adult learners in a higher education setting.

- Must be able to pass background check to meet the employment eligibility requirements as they pertain to the position.

Desired Qualifications:

- Master's degree in Education, Human Services, Leadership, or related field.

License, Certification, or Special Requirements:

- Native American preference shall apply to all positions.

Knowledge, Skills, and Abilities:

- Knowledge of and ability to follow college policies and procedures.
- Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications.
- Knowledge of educational advising, tutoring and test administration, principles, practices, techniques and theory.
- Knowledge of student success initiative development and implementation.
- Knowledge of student resources, referrals and services.
- Skill in effectively using the internet to research careers, training, job openings.
- Skill in teaching students to use internet and other technology applications to research careers, training, and job openings.
- Skill in listening to issues, synthesizing information, and reaching sound conclusions.
- Skill in presenting ideas and concepts orally and in writing to a diverse audience and adapt communication style to that audience.
- Ability to network effectively in order to forge strong stakeholder relationships that maximize recruitment efforts and facilitate transition pathways to education, training, employment opportunities.
- Ability to relate to a diverse population and to maintain composure when faced with difficult situations.
- Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail.
- Ability to work independently while contributing to team environment.
- Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes.
- Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent organization in a professional manner, building respect and confidence in the community.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.

Physical Demands:

- Frequently stands for period of time.
- Sit, walk, bend, stoop, and squat.
- Ability to lift up to 25 pounds.
- Frequent use of hands wrists, fingers associated with computer equipment.
- Use hands for dexterity of motion, repetitive movement of both hands.
- Have normal auditory, visual acuity, and verbal communication skills.

Work Environment:

- In an academic institution environment, normal office and classroom environment with moderate noise level.
- Tight time constraints and multiple demands are common.
- Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.