Clark Atlanta University
Job Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Student Success Coach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee:</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Department:</td>
<td>Academic Affairs</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Project Director-Student Success</td>
</tr>
</tbody>
</table>

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

The Student Success Coach (SSC) will provide support to students from enrollment through graduation. The SSC will conduct proactive, data-informed outreach to students for navigating social, academic, and administrative aspects of the University’s environment. The SSC will be responsible for connecting individually with students, connecting students with their peers, connecting students with their professors, and campus resources. The SSC will also bridge academic and co-curricular boundaries to develop students’ skills, knowledge, disposition to enhance their academic, personal, and professional success. This is a Title III funded position.

Duties and Responsibilities:

- Provide proactive outreach to students.
- Provide mentoring and coaching for students to develop and accomplish their academic, personal, and professional goals.
- Assist with students’ processes related to registration, admission process, financial aid, career services, and other related areas, as needed.
- Engage at-risk, underserved, first generation, and low-income students, providing one-on-one “no choice” meetings to improve engagement and ensure success.
- Serve as a liaison between students and academic programs.
- Refer students to appropriate internal and community-based programs and support services.
- Maintain accurate/updated records of students who have sought assistance.
- Monitor, track, collect and analyze data and generate quarterly/annual reports of students receiving assistance.
- Conduct workshops and trainings for students (i.e., time management, goal setting, etc.).
- Attend school activities and events to interact with students, faculty, and staff.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Proficient with Microsoft Office Suite or related software.
- Strong analytical and problem-solving skills.
- Ability to foster a sense of team spirit within different departments/units/schools.
- Ability to critically assess situations and use good judgment.
Minimum Hiring Standards:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
<td>Bachelor’s degree in counseling, education, or a closely related field</td>
</tr>
<tr>
<td><strong>Years of Experience Required</strong></td>
<td>1-3 Years</td>
</tr>
<tr>
<td><strong>Years of Management/Supervisor Experience</strong></td>
<td>1-3 Years</td>
</tr>
</tbody>
</table>