

Position: Success Coach

Department: Academic Enhancement Center

Reports to: Director of Academic Enhancement

Job Summary: On a full-time basis, the Success Coach serves as the primary facilitator of academic coaching for students needing academic intervention and financial literacy support. Students collaborate with their Success Coach to develop strategic goals for the semester, connect to additional campus resources, and receive support for overall academic success. Through an encouraging, action-oriented approach the success coach helps students build academic success, financial literacy, overcome financial aid setbacks, develop strong study strategies and become self-advocates. Through guidance and intentional support, the success coach will help students elevate their academic performance and maintain the aid provided to complete their studies.

Special Circumstances: This position will at all times be contingent upon third party grant funding. Any lack of such funding may lead to a reduction in work hours or the elimination of this position.

Duties and Responsibilities:

- Provide individualized support and coaching to develop student skills in the areas of learning, problem-solving, self-advocacy, financial literacy, and college success.
- Serve as the assigned coach for students who need to overcome academic challenges and other barriers that interfere with their financial aid and progress towards graduation.
- Provide case management and direct support to students referred for financial distress and academic support.
- Assist students in overcoming any roadblocks concerning FAFSA completion, and assist in utilizing campus resources such as Campus Logic, Self-Service, and TouchNet to navigate financial support and payment processes.
- Help students create actionable goals and provide accountability and support.
- Create effective communication plans using Navigate which drive students to key events and resources by using tools such as push-notifications, nudges, and alerts.
- Utilize the Navigate platform and other campus tools to monitor student progress and success metrics.
- Perform regular assessment of program outcomes, student satisfaction, academic performance, and retention.
- Collaborate with student support teams to develop programming concerning academic success, with the goal of increasing student efficacy in academic performance and personal success.
- Utilizing tools including, but not limited to, Clifton StrengthsQuest, and StudentLingo provide students with additional insights which help support their goals.
- Collaborate with the offices of Financial Aid and the Bursar to develop and facilitate impactful programs concerning financial aid navigation and literacy, including but not limited to, FAFSA completion, identifying funding sources, Satisfactory Academic Progress (SAP) appeal, managing time, multiple responsibilities, etc.
- Assist in the coordination and implementation of summer programs and workshops.
- Maintain training and professional development in the areas of student success, financial aid policies and procedures, effective learning strategies.
- Stay informed of the College's rules and policies to direct students to the appropriate resources within the College, and ensure proper security for student educational records in accordance with the Family Educational Rights and Privacy Act (FERPA).
- Participate in specific events which include, but are not limited to, the College's Open House, Admitted Student and other recruitment events, orientation, or special events which may require evening, or weekend work.
- Perform additional duties as assigned.

Qualifications:

- BA degree required; MA in higher education, counseling or related field preferred.
- 2-3 years' experience providing academic support or financial aid counseling.
- Knowledge of Federal and New York State financial aid process.
- Flexibility in work hours is required to accommodate changes to class schedules, enrollment and other factors throughout the College's academic year. Some evening and weekend hours may be required.
- Strong proficiency with technology.
- Demonstrated inclusive student-centered philosophy of providing services and resources.
- Demonstrated ability to motivate students to learn.
- Demonstrated ability to work effectively with individuals from diverse educational, cultural, and economic backgrounds.
- Excellent communication and interpersonal skills; ability to work well with students, faculty and academic administrators.
- Culturally sensitive, caring and friendly with a deep understanding and appreciation of an inclusive multi-cultural college community and the Franciscan traditions of St. Francis College.

About St. Francis College:

For over 150 years, the mission of St. Francis has been to provide an affordable, quality education to working class people who otherwise may not be able to attend college. We educate the whole person for a full, relational life, developing the students' talents and abilities for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership. The College strives to offer ample opportunities for students to immerse themselves in the intellectual, cultural and professional opportunities afforded by New York City and to serve the needs of the local community in which they live and study. Our location in Brooklyn Heights provides a confluence of cultures and religious beliefs, mirroring our commitment to maintain and celebrate our diverse student body.

St. Francis College is a private, independent, co-educational, urban college whose Franciscan and Catholic traditions underpin its commitment to academic excellence, spiritual and moral values, physical fitness, social responsibility, and life-long learning. We educate the whole person for a full, relational life, developing the students' talents and abilities to form confident alumni well prepared for graduate study, for meaningful, fulfilling careers, as well as for collaborative, service-oriented leadership.

St. Francis College is strongly committed to diversity and inclusion on our campus and all qualified applicants will receive consideration without regard to age, race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, status as a victim of domestic violence or any other characteristic protected by law. We are an Affirmative Action, Equal Opportunity employer and we are committed to increasing the diversity of our faculty, staff, students, and the curriculum. Qualified candidates of diverse backgrounds are therefore encouraged to apply.

Interested applicants can apply by clicking [here](#).