ACADEMIC ADVISOR
(Student Success Coach)

The Student Success Coach is the main point of contact for an assigned group of students to guide them to achieve academic success and serves as the liaison between the academic departments and the Student Success Center. The Success Coach will counsel, motivate, and assist students with monitoring their academic progress toward degree completion, and assist with the enrollment process in order to help all students meet their educational goals. Coaches will provide an extremely high level of customer service support to students via a variety of communication vehicles. The Student Success Coach reports to the Director of the Student Success Center.

Duties & Responsibilities: The primary objectives for this position is to provide individualized support to a group of assigned students aimed to promote student persistence, retention and degree completion. This position requires working collaboratively with campus staff, academic advisors, faculty, other departments and services, across the university to understand processes, systems, and services and to resolve student issues. Case management including tracking students' progress, through communication and analysis, for each academic term is required.

Education, Work Experience and Skills: A Bachelor's degree is required. A Master’s Degree in counseling, student services, or related field is preferred. S/he must demonstrate exceptional customer service skills and counseling skills; Pursue self-development and learning; Build open and honest relationships through excellent verbal and written communication; Perform in a team focused environment; Display high energy and genuine passion about student success; Be committed to excellence in providing student services; Have strong problem-solving skills, organizational and time management skills and; Have computer proficiency in Microsoft products and; Have the ability to easily navigate other software programs and forms of technology as needed.

Salary: $35,000

Fringe Benefits: Group health insurance, life insurance, retirement benefits, worker’s compensation, and annual and sick leave.

Appointment Period: Twelve months per year

Application Process: Submit a letter of application, complete resume, college/university transcripts, and have three letters of recommendation sent to:

Human Resources Department
University of Arkansas at Pine Bluff
1200 North University Drive
Mail Slot 4942
Pine Bluff, Arkansas 71601

DEADLINE FOR APPLICATIONS: December 13, 2019

“UAPB is an Equal Employment/Affirmative Action Employer and participates in E-Verify.”

Posted: Adl 11-20-19