Academic Advisor/Student Success Coach (4) Positions
Student Success Center

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.

Essential Duties & Responsibilities:

Overall
• Support students from enrollment through graduation.
• Counsel students, face to face, by phone, email, text, or other technology.
• Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Follow up to ensure resolution of each issue.
• Learn and utilize the Student Planner Module, Degree Audit, My Majors, Dashboards and Blackboard software programs.
• Monitor and assist with reenrolling students by focusing on outreach and retention efforts.
• Work 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.
• Encourage student engagement in departmental and university activities.
• Deliver Student Success Center programs and develop specialized programs to meet student needs within the academic department.

Counseling
• Provide accurate individualized support to a group of assigned students.
• Work with students to ensure a student success plan is developed and followed to ensure continued registration through graduation.
• Collaborate with appropriate departments to provide students with necessary academic interventions for early alert, satisfactory academic progress plans, and other academic related needs.
• Refer students to Career Services for counseling on career preparation and resources at key points to assist students prior to graduation.
• Refer students to other university student support services and resources for interventions as needed.

Student Tracking
• Closely track students' progress, through communication and analysis, for each academic term, to ensure class attendance, academic progress and retention.
• Identify at-risk students and determine potential issues and connect them to tutoring, and/or correct any existing issues.
• Assist students with identifying and solving financial aid obligations.

Services
• Serves on University committees and performs other duties as assigned.

Education and Work Experience:
• Minimum Bachelor's degree required; Master’s Degree preferred in counseling, student services, or related field with experience with:
  o higher education advising and counseling responsibilities or
  o experience in a customer-service focused environment.
• Adult education experience preferred.

Job Skills:
• Demonstrate exceptional customer service skills and counseling skills
• Pursue self-development and learning
• Build open and honest relationships through excellent verbal and written communication.
• Be part of a positive team
• Display high energy and genuine passion about student success.
• Be committed to excellence in providing student services.
• Must have strong problem-solving skills, organizational and time management skills
• Be committed to working in collaborative environment, alongside other team members.
• Have computer proficiency in Microsoft products, ability to easily navigate other software programs and forms of technology as needed and data entry skills.
• Have strong listening, and phone skills

Interested applicants should send a cover letter, resume’, official transcripts and three professional reference letters to:

Student Success Center Director/Student Success Coach Search Committee
c/o Office of Human Resources
University of Arkansas at Pine Bluff
1200 North University Drive
Mail Slot #4942
Pine Bluff, Arkansas 71601

Applications will be accepted until February 15, 2018.

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