



**Position Title:** Student Success Coach

**Department:** Center for Learning and Assessment Support (CLAS)

**Status:** Full-time/12-month

**Reports To:** Director, Center for Learning and Assessment Support

### **Position Summary**

The Student Success Coach serves as a proactive, student-centered resource dedicated to promoting student persistence, academic progress, and financial stability. This role provides integrated support by collaborating with Advising, Financial Aid, Student Accounts, Admissions, and CLAS to remove barriers that impact retention and degree completion. The Student Success Coach engages directly with students through outreach, coaching, and coordinated case management to ensure they are connected to the academic and financial resources necessary to continue their education at Alverno.

### **Principle Responsibilities**

#### **Student Success & Retention Coaching**

- Work collaboratively with staff and directly with students on challenges that impact student retention and progress (for example, students who lost their financial aid, are not yet registered, have a registration hold, are not responding to other offices, are on financial aid warning, etc.).
- Conduct proactive outreach to students identified through early alert systems, retention reporting, or cross-departmental referrals.
- Provide individualized coaching focused on problem-solving, goal setting, and navigating institutional processes.
- Develop action plans with students to address financial, academic, and administrative obstacles.
- Monitor student progress and maintain consistent follow-up to promote persistence.

#### **Financial Navigation & Retention Support**

- Partner with Student Accounts and Financial Aid to manage the processes for recommending students for Summit and Sophomore Retention Funds, as well as other funded scholarships and financial aid as appropriate.
- Work with the Director of Admissions on strategies and direct intervention to promote a Strong Start for all UG, GR, Adult incoming and returning students (includes monitoring status of official transcripts, FAFSA, payment plans, etc.).
- Support enrollment continuity by helping students understand financial implications of registration, course load changes, or academic standing.
- Support CLAS department mission to support the academic success of Alverno students.
- Assist CLAS with determining and managing academic support opportunities, including peer tutors, professional workshop planning, and more.

- Collaborate with staff and academic departments to promote and maximize the use of early alert systems to identify and connect with struggling students in order to increase student retention, success, and satisfaction.
- Support students who are referred to CLAS for academic-related coaching, including project and time management.
- Participate in committees, professional development, and institutional initiatives that advance student success goals.
- Help students develop self-advocacy skills and increased engagement with campus resources.

### **Qualifications**

- Bachelor's degree in Higher Education, Counseling, Social Work, Psychology, Student Affairs, or a related field.
- Minimum of 2–3 years of experience working directly with students in higher education, advising, financial aid, retention, student success, or related support roles.
- Demonstrated experience supporting students navigating academic and/or financial barriers.
- Strong interpersonal and coaching skills with the ability to build trust and rapport with diverse student populations.
- Ability to manage a caseload, prioritize competing demands, and maintain accurate documentation.
- Experience collaborating across departments in a team-oriented environment.
- Ability to learn and efficiently utilize complex data and reporting systems.
- Ability to analyze data and report findings in multiple settings.
- Experience with large-scale information database system is strongly preferred. Experience with Ellucian Colleague/Informer is highly valued.
- Proficiency in Microsoft Word, Outlook, Google Docs, Kofax PDF, Zoom and Teams. Advanced skills in Excel.
- Proficiency with student information systems, early alert platforms, or case management tools.
- Strong organizational skills with the ability to manage student needs and multiple ongoing projects. Emphasis on attention to detail and accuracy.
- Proven ability to be self-directed and take initiative.
- Exemplary customer service and communication skills with the ability to respond to both internal and external customers professionally.
- Ability to handle confidential materials and information in a professional and secure manner.
- Commitment to equity, inclusion, and student-centered practice.
- Spanish/bilingual skills a plus.
- Regular on-site presence to meet with students, collaborate with campus partners, and participate in campus-based activities and meetings.

**Physical Requirements**

- Ability to sit for extended periods while working at a computer.
- Ability to use a computer, keyboard, and standard office equipment for prolonged periods.
- Occasional standing, walking, bending, or reaching.
- Ability to lift and carry files or materials weighing up to 20 pounds.
- Visual ability to review detailed financial documents and computer screens.
- Ability to perceive and exchange information in environments that may include background noise typical of office or campus settings.

**How to Apply**

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

**Please attach your cover letter, resume, and list of references to the online application**

*In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.*

*Alverno College is an Equal Opportunity Employer and committed to workplace diversity*