Senior Student Success Coach
(Job Number: 86730BR)

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<th>Campus Location</th>
<th>Tempe</th>
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<td>Full-Time/Part-Time</td>
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<td>Grant Funded Position</td>
<td>This is not a grant-funded position and is not contingent on future grant funding.</td>
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<td>Salary</td>
<td>$44,100 - $60,827 per year; DOE</td>
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<td>Close Date</td>
<td>December 27, 2022</td>
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Job Description
ASU's Mary Lou Fulton Teachers College is seeking a qualified, collaborative, and student-centered individual to provide coordinated care to Mary Lou Fulton undergraduate students. The position is housed in the Office of Student Services as part of the Student Success Team. Our unique team-based model focuses on personalized engagement and content expertise to deliver exceptional service and support for all learners. The team-based model also contributes to creating a dynamic, and positive environment for our coaches, where collaboration and support are hallmarks of the staff experience.

The Senior Student Success Coach serves as a key contributor in the development and implementation of coordinated care which is designed to increase student retention and graduation rates. Reporting to the Director of Student Success and under general supervision, performs work of considerable complexity to provide specialized individual student support services. Organizes and coordinates student retention and engagement functions with the purpose of promoting timely degree completion, supporting academic success and increasing the retention of students in the College. The Senior Student Success Coach facilitates student success holistically and comprehensively by providing coaching interventions which are specialized, culturally competent, focused on skill building and designed to create an optimal learning environment for students.

Essential Duties
Through quality conversation and meaningful exploration, the Senior Success Coach engages with students in thoughtful and creative ways that guide and motivate them to reach their full potential with a focus on goal setting, overcoming obstacles and achieving success. The Senior Success Coach collaborates with key stakeholders to provide a comprehensive service approach, addresses opportunities to improve services for the student experience and to bolster student success. Duties include:

- Analyzes Supporting Our Student (SOS) referrals holistically and determine appropriate support and intervention
- Provides direction and instruction to those parties identified as the most effective/responsible person to provide the intervention.
- Participates in tiered student support process as student advocate and primary contact throughout the process for student and faculty.
- Uses programmatic knowledge to resolve issues and problems; identifies trends and recommends alternative solutions to resolve problems.
- Develops creative pathways to graduation for extenuating circumstances that meet degree and certification requirements.
• Engages in proactive outreach to empower students through positive reinforcement, building rapport, and establishing meaningful academic relationships.
• Establishes goals, executes development and progression plans, and resolves student concerns.
• Provides resources and direction to facilitate student understanding of communications and processes across university departments and academic units.
• Connects students with academic and career resources including tutoring, counseling, faculty, financial aid, career services, residential housing, etc.
• Handles highly sensitive and/or complex issues with students and/or parents.
• Follows up with students to ensure due diligence is completed for any and all areas. Fully documents all cases in case management database.
• Coordinates or assumes other duties or projects as assigned or directed.

Minimum Qualifications

Bachelor's degree AND two (2) years previous experience in one or more of the following: advising, student recruitment/retention or related student services utilizing a proactive and innovative approach which results in demonstrated outcomes in retention, graduation, and academic planning, including one (1) year of success coaching experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications

• Experience in advising/coaching/counseling related to educational programming and student success in higher education.
• Experience working with teacher preparation programs.
• Excellent counseling, communication (oral and written), and presentation skills.
• Proven ability to work independently while functioning as a team member.
• Strong abilities in time management and managing multiple, complex and escalated student situations and details.
• Experience in establishing, developing, and maintaining positive interpersonal work relationships with administration, staff, faculty and students.
• Evidence of effective verbal and written communication with a strong understanding of audience and use of grammar
• Ability to determine root causes of academic symptoms.
• Knowledge of specific barriers faced by underserved student populations (first gen, students of color, LGBTQ, disabilities, working students and students who are parents).
• Knowledge of basic computer programs, including Microsoft Office Suite, PeopleSoft, Salesforce, Advocate and Google suite.
• Detail oriented and effective at time management.
• Skilled in applying the principles, techniques and methods of teamwork, compromise and collaboration to produce desired outcomes.
• Must have the ability to rapidly adapt and effectively utilize new technology, practices, policies and methods.
• Ability to establish and maintain effective working relationships with peers, faculty, students, administration and other interested parties.
• Ability to effectively listen to students and recognize critical situations to act on them in compliance with college and university policies and procedures.
**Working Environment**

Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; required to stand for varying lengths of time and walk moderate distances to perform work. Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds. Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.

**Department Statement**

ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 7,600 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. MLFTC mobilizes people through bachelor’s, master’s and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement. MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

Aligned with ASU’s commitment to justice, equity, diversity and inclusion, MLFTC is committed to advancing systemic equity in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of systemic equity.

**ASU Statement**

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation’s fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit [https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco](https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco)

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at [https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf). You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.
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<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
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<tr>
<td>Fingerprint Check Statement</td>
<td>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</td>
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<td>Instructions to Apply</td>
<td>Application deadline is 3:00PM Arizona time on the date indicated. Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position. Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. ASU does not pay for travel expenses associated with interviews, unless otherwise indicated. Only electronic applications are accepted for this position. #86730BR</td>
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