



Job Title: Academic Coach

Department: Academic Affairs

Summary

The Academic Coach is responsible for providing exceptional academic coaching and is accountable for attaining performance goals associated with new, continuing and resuming students while upholding academic integrity. In addition, this position is responsible for executing all elements of a proactive student outreach strategy, including meetings, phone conversations, and e-mails. The Academic Coach will assist students in online and on-ground courses and may be responsible for specific content areas.

Essential Duties and Responsibilities

- Provides proactive outreach and academic coaching for students, prioritizing conditional active students, and helps them to persist by addressing individual learning needs.
- Conducts orientations and seminars for new and continuing students. For 100% online students, orientations may be conducted as a group, through synchronous online sessions, or via phone for 1-on-1 sessions for remote online students.
- Promotes library and student support resources through student demonstration and training
- Organize, promote, deliver, and document academic workshops that advance student success in the areas of critical thinking, professional and academic growth
- Provide academic advisement to address student academic issues and concerns that align with academic and programmatic standards
- Coaches students in general content areas (basic math, writing skills) as well as assigned content areas (e.g. chemistry, intermediate algebra, anatomy) with an emphasis on coaching pure online students.
- Helps students develop specific skills related to academic work such as time management, study skills, note taking, and test taking strategies.
- Helps online students navigate online classes and conducts online orientations for online students.
- Facilitates the successful transition of new students into their courses including participation in new student orientations.
- Responds timely, empathetically, and accurately to student inquiries. Meets established service level agreements.
- Documents student interactions in appropriate College systems accurately and in a timely manner.
- Monitors student attendance and academic progress and intervenes appropriately.
- Meets with with academic deans, faculty, and other college colleagues regarding students who are at-risk of not being successful and assisting in the development of student success plans.
- Other duties as assigned.

Supervisory Responsibilities

This position does not have direct reports or supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies:

Integrity and Ethics – Demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; treats people with respect; keeps commitments; inspires the trust of others and upholds organizational values.

Professionalism – Approaches other in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follow through on commitments.

Adaptability – Responds to change with a willingness and ability to learn new ways of working. Adapts approach and demeanor in real time to match the shifting demands of different situations.

Organization Support – Supports the organization's goals and values. Is keenly aware of the time frame in which tasks or projects need to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts priority on the needs of the organization or the needs of its customers. Fosters collaboration and teamwork across the Institution.

Communication – Develops and delivers communication that conveys a clear understanding of the unique needs of different audiences. Listens to others and allows them to make their point.

Job Competencies

Customer Focus: Personally, demonstrates that external or internal customers are a high priority. Identifies and understands customer needs and impresses customers with exceptional service.

Manage Multiple Priorities: Handles multiple assignments and priorities yet still fulfills all commitments; readily accepts new responsibilities and adapts well to changes in procedures; gives appropriate priorities to various work demands.

Training and Development: Ensures staff members get receive orientation, training and development opportunities to maximize success in their assignments; views training and development as an investment in employees and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience; encourages self-development opportunities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree in Education, Psychology, Science, Math, English, or a medical related discipline. Master's degree preferred. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided. One to three years of education related work experience preferred. Demonstrated experience in teaching/tutoring required. Knowledge of APA format and online research protocols. Strong learning management knowledge preferably Canvas.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence, transcribe minutes; ability to effectively present information in one-on-one and small group situations to employees.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardize situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, Outlook as well the ability to quickly learn proprietary systems that may be used at the College.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.