



POSITION ANNOUNCEMENT

Job Title: Success Coach (2)
Department: Office of Student Advising and Success
Reports To: Director of Student Advising and Success
Date Prepared: November 18, 2021

SUMMARY

This position is responsible for advising and retention for undergraduate students within their assigned caseload. An essential part of the proactive students' success and retention efforts associated with the university. Assists faculty with questions and concerns regarding student status, advising, and questions related to admission or transfer credit.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Disseminates information regarding curriculum to walk-in, internet, and telephone inquiries.
2. Advises students both in person and distance learners to assist with developing an academic plan, registering for courses, clarifying goals, and interpreting university policies and procedures.
3. Monitors progress on key performance indicators (KPI) related to retention, including, but not limited to: satisfactory academic progress (SAP) in the major and degree program and registration for all students in college. Also communicates information to the director, deans and faculty.
4. Works with dean, chairs, and program directors to provide appropriate retention interventions for students in academic jeopardy, students identified in the Early Alert program and under academic warning and/or a probationary status to facilitate student success.
5. Maintains relationships with assigned academic college through attendance at college faculty meetings, training faculty on best practices in academic advising and being a resource to the college on the topic of advising and retention.
6. Provides updates and training for the college's faculty advisors related to advising tools and procedures, academic programs, student services, and academic policies.
7. Communicates with students regarding early enrollment for courses and follows up with students not enrolled.
8. Serves as college expert related to the Core Curriculum, MTA, and MACRAO.
9. Participates in advising and registration at new student orientations throughout the year.
10. Conducts exit interviews with students leaving or transferring and works with the Registrar to close student files.
11. Remains knowledgeable and update-to-date on opportunities and services available to students.
12. Participates with university committees as assigned and attends and contributes to college faculty meetings.
13. Other duties as assigned.

QUALIFICATIONS

The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. 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.

EDUCATION AND EXPERIENCE

Bachelor's degree required, Master's degree in Higher Education or related field preferred; and/or equivalent combination of education and experience. At least two (2) years' experience working in higher education with students, parents, faculty, staff, and other college administrators. Working knowledge of Microsoft Office required. Experience with/knowledge of technology to work with students who are distance learners. May be required to work outside of normal working hours.

TO APPLY

Please complete the application on our website at madonna.edu/hr. Please send a letter of intent reflecting the above responsibilities and qualifications and a resume to hr@madonna.edu. Current employees must complete the internal application on MY Portal >Employee Resources.

MADONNA UNIVERSITY

A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.