

Pasadena City College Success Coach Job Description

Maximum 20 hours per week at \$24.00/hour, max per year 900 hours

PCC's Success Coach (SC) Program provides intentional case management services to cohorts of students. SCs are *part-time* staff members working in multiple areas at Pasadena City College in the Division of Enrollment Services. SC's guide students as they experience community college life. The emphasis is on supporting the student's success and sense of belonging to the campus culture while helping foster transferable student skills as they progress through their college career.

Enthusiasm, flexibility, and a strong work ethic are prerequisites for this position. The successful SC possesses strong communication and leadership skills and a positive view of the community college, its students, and its staff. They conduct themselves in a professional manner and model positive behavior consistent with the [mission of Pasadena City College](#). They are also able to work well with diverse students, instructors, counselors, staff, and administrators.

Time commitment:

These are temporary positions based on grant funding and successful evaluations. **The minimum time commitment is 1 year, with an anticipated start date in June 2025, and ending June 30, 2026.**

Weekly Schedule Requirements:

- 16-20 hours total
- Maximum 8 hours per day
- Schedule must include weekly Success Coach meetings: Fridays, 10:00am-12:00pm
- 3 days per week minimum during Fall & Spring semesters
- 2 days per week minimum during Winter & Summer terms'

Continuation into the following academic year will be dependent upon funding, a positive evaluation, and the desire of the coach to continue.

Examples of Duties:

1. Be responsible for an assigned group of approximately 250-800 students.
2. Act as an informed referral source and accompany students to resources as needed.
3. Guide/collaborate with students to follow through on tasks.
4. Participate in and lead workshops in collaboration with faculty and staff.
5. Mentor students in effective time management and study skills.
6. Maintain detailed student contact notes, appointment calendar, and records of requirement completion in PCC Connect and other platforms.

7. Caseload outreach via multiple communication modalities (email, call, text, Canvas).
8. Facilitate student learning and navigation of PCC's schedule of classes and student portal.
9. Collaborate with fellow Success Coaches to develop supplemental projects.
10. Initiate appropriate individual projects based on student and program needs with the approval of the Student Retention Specialist.
11. Attend weekly meetings and training sessions on Fridays.
12. Communicate consistently with Student Retention Specialists regarding Success Coach student caseload, weekly schedule, and institutional questions.
13. Provide a weekly minimum of 1 hour of virtual support to students in PCC's Virtual Support Center by contacting them via phone, text, and/or email to answer questions and connect them to campus resources & services.
14. Track caseloads' completion of Student Equity and Achievement Program (SEAP) goals, assessment, orientation, and comprehensive student education plan.
15. Perform appropriate clerical duties as necessary.

Minimum Qualifications:

Education and Experience:

Bachelor's degree and recent acceptance or enrollment in a graduate program.

Coursework in topics such as higher education, psychology, social work, human development, counseling, sociology, group dynamics, and guidance is essential. If a candidate does not have a degree in these disciplines, they should have at least two years of verified experience working directly with students in a setting that involves the following types of recent experience: supervised peer mentoring/advising, college housing (resident assistant/coordinator positions), crisis/hotline counseling, and orientation leadership. The successful candidate must also have work schedule availability that supports program needs.

Knowledge and Abilities:

1. Excellent communication skills: listening, responding, presenting, addressing and resolving conflict.
2. Understand the needs of and have experience working and connecting with community college students.
3. Ability to work effectively with diverse populations of students, faculty, and staff.
4. Ability to have compassion and empathy with others.
5. Ability to work with committees to plan and facilitate workshops.
6. Ability to work collaboratively with faculty, staff, and other SCs.
7. Capacity for discretion, diplomacy, and confidentiality.
8. Strong leadership and crisis management skills.
9. Resourcefulness and well-rounded navigational skills.

10. Ability to learn PCC's processes, policies, support systems, and website tools.
11. Willingness to learn and be open-minded.
12. Knowledge of research techniques.

Preferred Qualifications:

Preference will be given to candidates enrolled in a graduate program relevant to the coaching program such as higher education, counseling, social work, human development, psychology, or the equivalent. Experience leading group presentations for high school or college students. Experience working in a team. Experience working with student data. Knowledge of the community college system and its mission.

Application Instructions:

1. Use this link to complete the application:
<https://forms.gle/NPmSfTJE1ihzfAmE7>
2. Submit resume and cover letter:
 1. Please address your experience with equity in higher education and your understanding of community college student needs in the cover letter.

***Please note that we will accept applications until all positions are filled.**

If you have any questions or concerns please contact:

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