

Pasadena City College Success Coach Job Description

Maximum 20 hours per week at \$23.00/hour, max per year 900 hours

PCC's Success Coach (SC) Program provides transition-oriented 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 adjustment to the campus culture while helping foster successful student habits 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 instructors, counselors, staff, and administrators.

Time commitment:

These are temporary positions based on grant funding and successful evaluations. **The minimum time commitment is one year. The position will begin on July 1, 2024 and end on June 30, 2025.** Continuing on to the next academic year will be dependent upon funding, a positive evaluation, and the desire of the coach to continue. SCs will work 16-20 hours per week, a minimum of 3 days a week, and a maximum of 8 hours in one work day. They must also be available for weekly Friday coach meetings.

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. Outreach to caseload through multiple methods of communication (email, text, phone call, Canvas message).
8. Facilitate student learning of PCC's schedule of classes and class registration system.
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. Course work 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 communications 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 work with committees to plan and facilitate workshops.
5. Ability to work collaboratively with faculty, staff, and other SCs.
6. Capacity for discretion, diplomacy, and confidentiality.
7. Strong leadership and crisis management skills.
8. Resourcefulness.
9. Ability to learn PCC's processes, policies, support systems, and website tools.
10. 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. Knowledge of the community college system and its mission.

Application Instructions:

1. Use this link to complete the application:
<https://www.schooljobs.com/careers/pasadenaedu/hourly/jobs/4301473/professional-expert-success-coach>
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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