**Online Student Success Coach PBI Grant Funded** (FT)

Funded by the U.S. Department of Education

**Location**: Dougherty County Campus

Albany Technical College seeks a well-qualified, highly motivated individual to fill the position of Online Student Success Coach within Academic Affairs for the Predominately Black Institution (PBI) online grant. The Online Student Success Coach is responsible for promoting a positive and successful learning experience for students in an effort to increase student retention, success, and completion. He/she will be processing and overseeing online registration and assessments while presenting a comprehensive orientation program and student support service program. He/she will work to motivate, engage, and retain fully online students and students working in the online environment and will assist students with goal setting and course/program completion while providing continuous communication, proactive educational coaching, advisement outreach, and follow-up, to maximize goal, course, and program attainment. The selected candidate must have knowledge of and the ability to follow college policies and procedures. He/she must have knowledge of current technologies to include word processing, database, presentation, and spreadsheet software, specifically knowledge of Microsoft Office applications. He/she must also have knowledge of educational coaching and advisement, tutoring and test administration, and other principles, techniques, and theories associated with effective coaching and advising practices. The Online Student Success Coach should have experience with online instruction, have knowledge of student success development and initiatives, skills in listening to, identifying, and resolving student concerns, and have the ability to provide assistance to students and faculty to problem solve and mitigate risks associated with academic goal achievement, persistence, attendance, and overall graduation and retention. He/ she should also have skills in presenting ideas and concepts orally and in writing, to a diverse audience, and be able to adapt that communication style to that audience. The Online Student Success Coach should have the ability to multi-task, organize, prioritize, and follow multiple projects and tasks through to completion, with an attention to detail, and have the ability to work independently while contributing to a team environment. The Online Student Success Coach should also have the ability to establish and maintain effective and positive working relationships with supervisors, staff, faculty, students, and the public. He/she should be knowledgeable of FERPA, HIPAA, and other applicable laws, rules, ordinances, and regulations related to students. The Online Student Success Coach is required to exercise considerable skills in communication (oral, written), computer, time management, organizational, and planning, and maintains professional interpersonal relationships, and be proficient in the use of MS Office, Word and Excel.

**Minimum Qualifications:**  The applicant MUST have a BS or BA degree in Psychology, Counseling, Education, or related fields \*AND\* have experience in academic coaching, advisement, teaching, tutoring, and/or mentoring in an online environment.

**Preferred Qualifications:** Preference will be given to individuals who possess a Master’s Degree in a related field \*AND\* have two (2) years’ experience providing instruction and/or counseling in a higher education setting.

**Physical Demands:** The employee occasionally lifts or moves objects of a light to medium weight. Work is typically performed in an office environment with intermittent sitting, standing, or walking in various settings. Full range of hand and finger motion may be utilized for data entry purposes.

**Salary/Benefits:** Salary is commensurate with education and work experience. Benefits include paid state holidays, annual sick leave, and the State of Georgia Flexible Benefits package.

**Application Deadline:** Position will remain open until filled. All application packets MUST be completed via the Online Job Center at <https://www.easyhrweb.com/JC_Albany/JobListings/JobListings.aspx> . As a part of the application process, interested candidates shall be required to upload other documents including: a cover letter addressing qualifications, and a resume with complete work history including the names, addresses and phone numbers of professional (work-related) references, copies of unofficial transcripts from colleges/universities and any related training certificates (see job center listing for more details). Incomplete submissions will not be considered. For more information regarding this position or application instructions, please contact the Human Resources Office at [hr@albanytech.edu](mailto:hr@albanytech.edu). All positions require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application. Official transcripts are required upon employment. Albany Technical College is an equal opportunity employer and does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, or citizenship status (except those special circumstances permitted or mandated by law).

***Note: Due to the volume of applications received, we are unable to personally contact each applicant.***

***If we are interested in scheduling an interview, a representative from our college will contact you***

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| **Title IX Coordinator:**  Kathy Skates, Vice-President of Administration  1704 South Slappey Blvd.  Albany, GA 31701  229.430.3524 | **Equal Opportunity Officer:**  Lola K. Edwards-Director of Human Resources  1704 South Slappey Blvd.  Albany, GA 31701  229.430.1702 | **Section 504 Coordinator:**  Regina Watts, Special Needs Coordinator,  1704 South Slappey Blvd.  Albany, GA 31701  229.430.2854 |