



**Student Success Coach
Full Time
Floyd County Campus**

Georgia Northwestern Technical College is seeking qualified applicants for the position of Student Success Coach. The Student Success Coach will be responsible for coordinating and conducting focused academic advising and student support services to help students persist in their program of study. This position provides services which include student advisement, academic progress review (traditional, online, and hybrid), and development and coordination of retention efforts for new and continuing students. The Student Success Coach gathers statistical information and develops strategies to retain students. This grant funded position will be located on the Floyd County Campus, and may be required to travel to other campuses to meet operational requirements. This position will report to the Strengthening Institutions Program Coordinator.

Duties/Responsibilities:

- Develops and maintains collaborative working relationships with the Office of Academic Affairs, Student Affairs department, faculty and staff to facilitate advisement, academic progress review, and implement innovative retention programs and services for new, at-risk and enrolled students.
- Provides information on targeted career and educational pathways.
- Coordinates and/or provides supportive services to support academic persistence and success.
- Monitors student attendance, performance, and academic progress.
- Assist dual enrollment students' transition to GNTC after high school graduation.
- Serve on the recruitment team.
- Coordinates services with relevant college departments and community agencies.
- Attends academic advising trainings, department and division meetings.
- Solicits student feedback and experience with career pathway programs.
- Coordinates, tracks, reports, and uses retention data research and analysis, using Banner, KMS and other resources, to identify obstacles to student achievement and retention.
- Designs, coordinates, and targets new intervention services, programs, and initiatives focused on student retention and development.
- Function as part of an early alert team to support college persistence and retention.
- Participates in opportunities to increase and share knowledge about the role of the student success coach to improve counseling resources, strategies, and college policies and procedures.
- Participates in the professional development.
- Other duties assigned.

Competencies:

- Knowledge of institutional organization, policies, procedures, and administrative practices
- Knowledge of relevant federal and state regulations
- Skill in decision making and problem solving
- Skill in interpersonal relations and in dealing with the public
- Ability to multitask and work in a team environment with a positive attitude

Required Qualifications: The applicant must possess an associate's degree from a regionally accredited college or university. Applicant must possess excellent interpersonal skills, oral and written communication skills, organizational skills, technology skills, and decision-making skills.

- Note: Experience may substitute for the degree on a year-for-year basis.

Preferred Qualifications: A bachelor's degree from an accredited college or university in a supporting discipline or a related field and have at least two years of working experience in an adult education environment. Experience working within a multi-campus operation. Possess research and analytical skills, problem solving skills, prioritizing skills and data entry skills.

Physical Demands:

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

If the job involves driving, physical requirements include the ability to operate a vehicle and sit for extended periods.

Starting Salary: \$40,000 - \$42,000 Annually

Benefits: If this is a part-time position, no benefits are available. If this is a full-time position, benefits include: 13 paid State holidays, annual and sick leave, a State of Georgia benefits package that includes Health, Dental, Vision, Life, etc. A choice of two retirement systems: Teachers Retirement System of Georgia or the Employee's Retirement System of Georgia based upon position and 401K options.

Application Deadline: Open until filled.

Application Process: All application packets MUST be completed via the GNTC Online Job Center at www.gntc.edu/about/employment/. We do not accept resumes, transcripts, etc. in any other format except through the Online Job Center. As a part of the application process, interested candidates will also be required to upload documents such as a resume, work reference contact information, and transcripts if applicable. Pursuant to college policy, a thorough background investigation, including a criminal history records check, shall be conducted on all candidates prior to being hired for any position with our college. Some positions may require a motor vehicle record search, credit history and drug screen. **No phone calls or emails please.**

A Unit of the Technical College System of Georgia

Equal Opportunity Employer

A unit of the Technical College System of Georgia, as set forth in its student catalog, GNTC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed or religion, national or ethnic origin, sex (including pregnancy, sexual orientation and gender identity), disability, age, political affiliation or belief, genetic information, veteran or military status, marital status or citizenship status (except in those special circumstances permitted or mandated by law). Title IX and Equity Coordinator: Elizabeth Barksdale, Floyd County Campus, Building I 103, 706-295-6592, ebarksdale@gntc.edu.