

Student Support Services (SSS) Success Coach - 2  
positions  
Central Oregon Community College

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Downloaded On: Aug. 9, 2025 4:53am

Posted Aug. 8, 2025, set to expire Aug. 31, 2025

<b>Job Title</b>	Student Support Services (SSS) Success Coach - 2 positions
<b>Department</b>	Student Support Services
<b>Institution</b>	Central Oregon Community College Bend, Oregon
<b>Date Posted</b>	Aug. 8, 2025
<b>Application Deadline</b>	08/31/2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Student Services
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**Position Number:** B1212PD

**Starting Wage/Salary:** \$55,620 - \$64,000 plus exceptional benefits. This position is pending confirmation of grant (tentative by August 31) and federal funds to support this grant (tentative by September 30).

**Close Date:** 08/31/2025

**Primary Purpose:**

Under the direction of the Director - TriO SSS, work directly with a caseload of eligible program participants for academic, career, financial literacy, and personal skills advising and in support of grant objectives. This includes connecting regularly meeting with and engaging in outreach activities with assigned students, connecting students with college resources to support academic progress, and serving as the primary resource for assisting SSS participants with academic success strategies and academic advising. The position also supports the Director with grant evaluation and reporting, recruiting new program participants, and College engagement activities.

**Essential Duties and Responsibilities:**

***Coaching and Case Management:***

- Provides academic holistic and developmental advising, career counseling, academic skill building, financial literacy and general support or coaching to SSS participants.
- Supports the Director with a comprehensive intake and assessment of SSS applicants using informal and formal assessment tools; ensures SSS applicants meet federal eligibility guidelines.
- Assesses SSS participants educational needs and develop an educational plan to support progress and goal completion.
- Regularly monitors SSS participants progress and, when necessary, provides and/or makes recommendations for appropriate intervention measures.
- Ensures SSS participants have access to and are receiving the required services outlined in the grant, including tutoring, information on Federal financial aid, financial literacy, disability services, and career planning.
- Assists Director in developing and facilitating SSS program activities, including campus visits, cultural events and workshops.
- Assists Director in developing new programming and initiatives to continually meet the changing needs of eligible participants, including the incorporation of best practices in

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college student success and retention efforts for first-generation, low-income and students with disabilities.

***Outreach and Engagement:***

- Assists Director in program outreach and recruitment including class visits, College communications, individual intake meetings, and participation in campus events.
- Facilitates and coordinates program activities for students including cultural events, workshops, and campus visits.
- Provide information to COCC instructors and staff on all campuses to promote consistent, reliable, and accurate program information to students.
- Work collaboratively with the Student Engagement team, Student Affairs Division, and faculty and staff across campus in alignment with program objectives.

***Data Tracking and Reporting:***

- Accurately track and report data for monthly, quarterly, and annual grant reports.
- Assists the Director in the collection and submission of detailed data for year-end reports required by the Department of Education.
- Adhere to FERPA standards and maintain confidentiality of sensitive student information.

***Knowledge, Skills, and Abilities:***

Individuals must possess these knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the duties and responsibilities of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The individual is expected to follow College work rules and policies.

- Ability to coach students and clients from a variety of backgrounds, respecting cultural and socio-economic differences.
- Ability to be responsive to all students and other program stakeholders.
- Possess personal and public relations skills; ability to communicate respectfully with COCC staff, students, and the public from diverse cultural, social, economic, and educational backgrounds.
- Ability to maintain and report accurate data in a timely manner.
- Ability to develop knowledge of basic college degree concepts (degree intent, general education, major, etc.), career readiness principles, and transfer practices.
- Ability to produce and work with web-based software and use appropriate technology tools to

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accomplish the job functions and to collect data and communicate.

- Ability to exercise independent judgment and decision-making.
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience.
- Ability to understand complex academic environments and provide accurate and timely information to students and instructors and and staff.
- Ability to communicate effectively, both orally and in writing, using the English language with or without the use of an interpreter.
- Must be able to adhere to federal student privacy requirements.

**Minimum Requirements:**

**Education:**

- Bachelors degree from an accredited institution.

**Experience:**

- Two years of related professional work experience in a setting delivering support services to students and/or clients.

**Preferred Qualifications:**

**Education:**

- Masters degree in a related professional field.

**Experience:**

- Experience working in a higher education setting.
- Prior experience working in SSS program.

To apply, visit <https://jobs.cocc.edu/postings/11534>

The goal of Central Oregon Community College is to provide an atmosphere that encourages our

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faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

This policy covers nondiscrimination in both employment and access to educational opportunities. When brought to the attention of the appropriate parties, any such actions will be promptly and equitably responded to according to the process outlined in general procedures sections N-1, N-2, or N-3.

In support of COCCs EEO statement, bilingual fluency in English and Spanish is considered a plus, along with experience working in a diverse multicultural setting.

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### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**

Student Support Services  
Central Oregon Community College

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