

Student Success Coach
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=220709>

Downloaded On: May. 13, 2024 8:10am

Posted Sep. 5, 2023, set to expire Aug. 4, 2024

Job Title	Student Success Coach
Department	The University at Buffalo
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Sep. 5, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services
Job Website	https://www.ubjobs.buffalo.edu/postings/44923
Apply By Email	
Job Description	

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The University at Buffalo seeks to hire innovative and highly professional **Student Success Coaches**. Positions are available within the [School of Nursing](#) and [School of Pharmacy and Pharmaceutical Sciences](#). The Coach will be responsible for providing integrated support to help students achieve academic success and successfully navigate the university. In addition to serving as a frontline support professional, the student success coach assists higher-level student success administrators in the development and delivery of outreach, engagement, and student retention programs aimed at meeting the unique needs of first-year college students and achieving first-to-second year student retention.

In order to advance the university's ambitious vision for excellence in students' academic success and university retention, the Coach will work with constituents across campus to provide support to our most at-risk students. The Coach will utilize the university's Navigate system to manage alerts for their assigned students.

Key accountabilities and responsibilities:

- Provides holistic support, academic coaching, and consultative services to assigned caseload of first-year college students that may include a specific targeted and/or underrepresented population.
- Fosters strong relationships with students, serves as an initial and consistent point of contact, and provides excellent holistic customer service, responding empathetically and accurately to student inquiries.
- Assists students in the development of academic and personal skill-building tied to undergraduate student success (e.g. stress management, study skills, self-advocacy skills).
- Addresses barriers to success, including assisting students with identifying academic skills, strengths, and areas of improvement.
- Engages in proactive management of caseload, including consistent and direct contact with students, targeted outreach at key points in the first year, and monitors student progress and performance. Provides appropriate intervention and records applicable activities via the Navigate platform/university tools.
- Maintains university-wide and college-specific knowledge of relevant policies, procedures, resources and services associated with student success, academic achievement and first-year student needs.
- Works in partnership with and ensures follow-up with campus units to help students navigate complex issues that may intersect with other offices, such as Admissions, Financial Aid, academic advisors, faculty, Student Accounts, and Campus Living.
- Provides appropriate, accurate and timely referrals for students to campus and community resources, such as Counseling Services, Tutoring & Academic Support Services, Center for Excellence in Writing and Blue Table.

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Minimum Qualifications

Bachelor's degree from an accredited institution in education, social work, social sciences or related field, with a minimum of two (2) years professional experience serving and supporting diverse student populations in an education, higher-education, or high school pre-collegiate/college preparatory program setting is required with demonstrated competencies and additional experience in the following areas:

- Outstanding interpersonal communication skills (written, verbal and listening).
- Strong organizational and time management skills, including the ability to prioritize and meet deadlines.
- Strong commitment to customer service.
- Strong technological competence.
- Ability to work both independently and in a team environment.
- Positive and professional demeanor.

Contact Information

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

Contact

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