

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

Direct Link: <https://www.AcademicKeys.com/r?job=221020>

Downloaded On: May. 8, 2024 1:30am

Posted Sep. 8, 2023, set to expire Aug. 4, 2024

<b>Job Title</b>	Student Success Coach
<b>Department</b>	The University at Buffalo
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Sep. 8, 2023
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Student Services Counseling Services
<b>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/45007">https://www.ubjobs.buffalo.edu/postings/45007</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Position Summary

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

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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.

The University at Buffalo is committed to providing as diverse and inclusive environment as possible for staff, faculty and students. Therefore, we seek candidates who are committed to ensuring that services reflect, support and enhance diversity, equity and inclusion. We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The university serves an increasingly diverse constituency of patrons, and our employees, services and policies strive to honor and reflect this diversity. We encourage candidates who thrive in a welcoming multicultural

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environment to apply.

### **Outstanding Benefits Package**

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our [benefit packages](#).

### **About the Departments**

The School of Nursing and School of Pharmacy and Pharmaceutical Sciences support the university mission of providing an inclusive environment and a transformative educational experience that promotes the academic and personal success and engagement of all undergraduate students. Working collaboratively with academic advisors, faculty, administrators, and support service providers, we aim to develop standardized best practices, deliver high quality programs, and provide the necessary resources to help our students persist and attain their undergraduate degree.

### **About The University at Buffalo**

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

### **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

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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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