



Job Description

Job Title: Success Coach

JTC: CTX

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for providing outreach and intervention services to students to reduce time to completion of an academic-to-career pathway and reduce education related debt. Guides prospective and current students to and through DCCCD campus systems and beyond by providing referrals to college services including career and wage level information, career pathways, and other college and community-based resources.

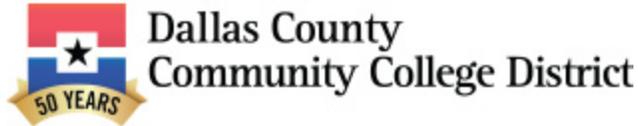
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Requires a highly motivated team-player with the ability to deliver a high level of interactive customer service to students related to academic-to-career pathways. Ability to prioritize and effectively manage multiple projects simultaneously, proactively solving problems with a high degree of accuracy to achieve goals within or ahead of established timeframes. Integrated into all major functions are home/school/community assimilation; diversity and cultural competence; dropout prevention; retention strategies; re- entry efforts; incorporation of professional standards, best practice and compliance with regulatory requirements.

Possesses a student-centered advisement philosophy with experience working with student services and/or academic advising at the college level. Ability to help students adapt to their learning environment and guide them in making informed decisions regarding their educational and career goals. Exhibits an attitude of flexibility and adaptability relative to techniques of working with students, approaches to service, and technological systems supporting the services. Able to work in a team-centric, call center environment. Experience with at-risk populations.

Demonstrated ability to collaborate, interact with and develop relationships with individuals of diverse populations, including varying social, cultural, economic, and educational backgrounds. Engages diverse individuals, groups, communities, and organizations to enrich the educational environment and experiences of students and other constituencies. Proven experience collaborating with faculty and other academic/instructional staff.

Experience working across functional areas. Able to be productive in time-sensitive and at times, high-pressured situations with a positive attitude and approach to problem resolution. Advocates for the creation, enhancement, and strengthening of programs and services that recognize and meet the student's academic needs. Commitment to creating an inclusive learning and work environment.



Must have an understanding of college financial aid processes. Strong interpersonal, organizational, problem-solving, and critical thinking skills required. Attitude of optimism/ability to inspire confidence in others. Must be able to consistently provide exceptional customer service that is responsive to the needs of individuals, populations with distinct needs, and relevant constituencies. Must have excellent listening, verbal and written communication skills expected in a call center environment.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree plus four (4) years of related work experience. Official transcripts will be required. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. workday especially during heavy registration peak times or non-standard hours, i.e., 10:00 a.m. – 7:00 p.m. May be required to work occasional weekend and/or evenings. Must have a current and valid driver's license for offsite travel throughout the Dallas County region. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for working with students to remove barriers that prevent the successful completion of their selected college pathway and to assist them in setting tailored and measurable academic and personal goals. Assists prospective, new and current students as they progress in their application, enrollment, and graduation process. Provides timely and accurate information to students, parents, and other constituents by telephone, email, and (to a lesser extent) in-person in an interactive and high-energy work environment.

Evaluate prospective, new, and existing students based on their needs, desires and limitations in order to make timely referrals to community and governmental resources that can help them stay in school regardless of the student's college affiliation. Assist with referrals to community or college-based services such as tutoring, financial aid, and advising in a multiple campus district as needed. Facilitate/participate in interdisciplinary, multi-campus teams and with community-based stakeholders to promote student success. Monitor student's progress with follow-up on referrals; maintain accurate records of referral status.

Build and maintain collaborative relationships with students to prepare them to independently and strategically negotiate education, community, and employment resources that support their college and career success. Build and maintain working relationships with diverse community service partners, internal/external to the DCCCD community network, regarding support services offered at their location. Communicate with stop-out students encouraging re-enrollment into higher education.

Maintains a comprehensive knowledge of the various career pathways offered within DCCCD as well as familiarity with DCCCD's academic programs, academic requirements, organizations, and support services. Implement and improve approaches used across multiple campuses for ongoing contact with students to help them access needed academic, financial, and social supports. Adheres to DCCCD's



policies and procedures and provide consistency across campuses. Maintains high ethical standards, respects privacy and confidentiality in all communications and records to the extent that such communications are protected under relevant privacy laws.

Communicates and expresses ideas effectively both orally and in writing with individuals from diverse backgrounds within the DCCCD community network in order to follow-up/communicate with a wide array of diverse stakeholders and constituents. Actively participates in required college activities. Provides excellent customer service.

Completes required DCCCD Professional Development training hours per academic year. Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.