



<h1>POSITION DESCRIPTION</h1>

Department: Office of Success Coaching
Position Title: Success Coach
Job Code: 3082
Time Base: 1.0
Position Number: 00000737
Union / Unit (if applicable): Academic Professionals of California/Unit 4

Position Reports To: Director, Office of Success Coaching
Classification: Student Services Professional II
Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 08/17/2023

PURPOSE OF POSITION:

Under general direction of the Director of Success Coaching, the Student Success Coach provides retention services to First Year Freshman by providing outreach and success coaching services. The Success Coach serves as the lead for their assigned student caseload and will extend personalized retention strategies via academic, financial and personal development. The Success Coach assesses student needs using instruments and personal interview techniques and may represent the Office of Success Coaching on work groups, committees and activities within and outside the division.

MAJOR RESPONSIBILITIES:

	<u>PERCENTAGE OF TIME</u>
Success Coaching	80%
Coordination	10%
Administrative	10%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

Success Coaching

- Provide weekly baseline student appointments as designated by the Office of Success Coaching Director and/or Associate Director.
- Provide general information about CSUSM, its general policies, graduation requirements, registration fees, preparing for university life and student expectations.
- Support, participate and follow Success Coaching and CSUSM protocols to counsel, guide and assist students (i.e. completion of student success plan, goal setting, note-taking, time management and stress reduction, referral to campus resources, etc.).
- Provide tailored support to students in a particular college, major, or demographic - depending on need.
- Serve as a college/major liaison to best support students in particular areas of study.
- Serve as a formal referral specialist both (inter/intra campus) to facilitate solutions to various student needs.
- Collaborate with community agencies and schools as counseling liaison where appropriate in support of student needs.
- Serve as an advocate on behalf of Success Coaching students where appropriate to facilitate student progress toward degree.
- Maintain a continuous information exchange with students through e-mails, postcards, phone calls and letters to support progress toward degree completion.
- Provide letters of support where appropriate.
- Utilize and implement knowledge of study skills development and information supporting retention as necessary for university success and to facilitate progress toward degree.
- Support and engage in ongoing comprehensive assessment for programming and services, divisional wide strategic assessment initiatives, and campus wide strategic assessment initiatives.
- Develop, implement, and facilitate college success workshops and other retention activities geared towards the First-Year college experience.

- Establish collaborative working relationships with Student Support Services, Career Center, Counseling and Psychological Services, Disabled Student Services, Financial Aid, Student Life and Leadership, Undergraduate Advising units, and other campus resources that support student development and success.
- Participate in designated Campus and Success Coaching work groups and/or campus committees as determined by the Office of Success Coaching Director and/or Associate Director.
- Interpret university policies, procedures, and practices and offer viable solutions when appropriate.

Coordination

- Serve as a liaison to campus internal and external partners.
- Plan, develop, and conduct retention-related workshops, sessions, and/or courses, as required.
- Collaborate broadly with appropriate on and off campus constituents to improve outcomes related to the success, development, inclusion, retention, and student experience of incoming first year populations.
- Implement innovative ways of encouraging and supporting the personal developmental needs of a diverse students.
- Provide recommendations guided by office regulations, procedures, and established parameters.
- Coordinate, establish and maintain cooperative and effective relations with university employees, students, and the public to support partnerships.
- Coordinate workshops and co-curricular opportunities; serve on the Office of Success Coaching design thinking lab.

Administrative

- Attend and participate in department meetings, division retreats, planning sessions and campus wide events as appropriate.
- Other duties as assigned

PROVIDES LEAD DIRECTION OF OTHERS

N/A

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required.

- Equivalent to graduation from a four-year college or University in one of the behavioral sciences, public or business administration or a job-related field; Master's degree preferred
- Minimum two (2) years of professional experience in one of the student services program areas or in a related field.
- Valid CA Driver's License, Class C.

2. List additional knowledge, skills, and abilities required for this position.

- Knowledge of current issues affecting higher education, student services, academic advising, underrepresented and under-served populations.
- Extensive knowledge of the practices, procedures, and activities of Success Coaching.
- Excellent organizational skills and experience planning, coordinating, and initiating actions while implementing administrative or group decisions or recommendations.
- Experience interpreting and applying rules and regulations.
- Experience using initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Can rapidly acquire a general knowledge of the overall operation, functions, and programs of CSU San Marcos.
- Demonstrated skill making decisions while considering implications for other program or service areas.
- Experience in workshop development for students, families, and community to collaborate with partners.
- Detailed knowledge of Cal State San Marcos academic, co-curricular and student life programs to recruit students.
- Demonstrated awareness and appreciation for the cultural diversity of the University community and establish and maintain cooperative and effective relations with university employees, students, and the public.
- Knowledge and experience interviewing and using counseling skills and applying during the counseling sessions.
- Skilled at communicating including listening, writing, and speaking including public speaking.
- Understanding of complex and evolving university policies and procedures regarding academic probation, academic disqualification, academic renewal, and reinstatement.
- Skilled in organization used to execute multiple projects and assignments simultaneously with an emphasis on accuracy and detail orientation.

- Ability to operate independently while applying sound professional judgment, maintaining professional standards and insuring client confidentiality.
- Ability to conduct basic interviewing and counseling techniques; must be detail oriented and have the ability to examine patterns and themes within student behavior.
- Skilled as an interviewer and understands the principles of human design, individual and group behavior dynamics.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Computer
- Personal Digital Assistant
- Digital projectors

4. Unique working conditions

- Flexible hours required.

5. Other Employment Requirements

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention “EDU: Eliminate Campus Sexual Misconduct”.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

First Time Students	To provide higher education information	daily
Campus Partners	To gather information and student referrals	daily
System Analyst (Enrollment Services)	To coordinate activity efforts	as needed
Director	To obtain guidance/direction	daily
Associate Director.	To obtain guidance/direction	daily
Parents	Provide information	as needed
Various University Departments/Offices	To gather information/refer students	as needed
CSUSM Business Services (facilities)	To assist with program logistics	as needed
CSUSM Faculty	Assist with visiting students and programs	as needed
Local businesses	To assist with program logistics	as needed
Development Office	Grant/proposal writing collaboration	as needed
Community Based Organizations	Collaboration and partnership development	as needed
Parking Services	Coordinate event parking	as needed
Advancement Offices	Provide promotional material	as needed

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Sitting				X	
2. Standing			X		
3. Walking		X			
4. Bending Over	X				
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Number of hours/day
N/A 1-2 3-4 5-6 7+

12. Lifting or carrying	X				
A. 10 lbs or less	X				
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/ arms			X		
14. Repetitive use of legs	X				
15. Eye/hand coordination		X			

Yes	No
	X
	X
	X

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Directing others		X			
2. Writing		X			
3. Using math/calculations		X			
4. Talking					X
5. Working at various tempos			X		
6. Concentrating amid distractions				X	
7. Remembering names		X			
8. Remembering details					X
9. Making decisions					X
10. Working rapidly				X	
11. Examining/ observing details				X	
12. Discriminating colors	X				

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Inside				X	
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot					
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy	X				
15. Working w/others				X	
16. Working around others				X	
17. Working alone		X			

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____