

JOB TITLE: Success Coach – Student Services	Salary: \$30,000-\$35,000 DOE	DATE PREPARED: 10/3/2018
STATUS: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Salaried <input type="checkbox"/> Hourly <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary		
HOURS PER WEEK: 40	LOCATION: Tucson, Arizona	

REPORTING RELATIONSHIP: REPORTS TO: Program Manager

POSITION SUMMARY:

Success Coaches are Earn to Learn, (ETL)’s front-line staff and the face of the organization. Each coach is part of a team that is responsible for the essential work and primary service provision of the organization’s savings-to-scholarship program. They have direct contact with the students and their families, providing individual and group “coaching” to ensure college readiness upon entry into university, promote persistence to graduation, and prepare students to succeed after college.

The Student Services specialist has primary implementation and administrative responsibility for student service activities across Southern Arizona (SAZ) and may assist the statewide Student Services Team. College retention and persistence are the most basic and important goals of ETL. This position focuses on services and coaching that have the greatest impact on retention and persistence. Student services are focused on college readiness, financial literacy, job preparation, and community building. The Student Services specialist works collaboratively with the other coaches in their region (SAZ) and on their function team (Student Services) to maintain and improve the quality of services offered to ETL students. The Student Services specialist will also contribute to identifying metrics and tracking program impact data in partnership with the Program Manager.

ESSENTIAL FUNCTIONS:

- Serves as the primary contact person for ETL students currently attending the University of Arizona
- Troubleshoots issues arising with student admissions, housing, FAFSA (Free Application for Federal Student Aid), etc.
- Tracks student savings progress, adjusting or renewing savings plans as needed
- Prepares routine correspondence for monthly contact of participants via phone calls, emails, texts, & newsletters
- Ensures periodic communication and annual in-person contact with ETL participants
- Notates records for each participant interaction and tracks progress in Outcome Tracker, the ETL database
- Maintains security and confidentiality of all participant information
- Plans, coordinates, and reports on ETL student services & events working directly with the Program Manager
- Maintains knowledge of campus & community resources and contributes to resource lists for ETL participants
- Develops and maintains relationships with community partners who may contribute to program enrichment
- Identifies volunteer opportunities for ETL staff and students
- Maintains existing and new partnerships with community organizations and nonprofits for the purposes of volunteering
- Completes monthly volunteer program progress reports
- Coordinates volunteer trainings



OTHER DUTIES AND RESPONSIBILITIES:

- Works with the Enrollment Team to collect/review documents for income qualifying potential ETL students
- Conducts eligibility appointments with applicants/families to review eligibility
- Assists with regional (SAZ) outreach
- Responds to inquiries and serves as a resource to families by providing guidance throughout the ETL application process
- Works with the marketing team to ensure social media and website are up-to-date with Student Services events
- Attend staff workshops, webinars, and other community provided trainings as ETL sees fit
- Ensures successful opening of matched savings accounts called Individual Development Accounts (IDAs)
- Conducts enrollment appointments with applicants/families
- Coordinate with Outreach Team when volunteers are needed for student recruitment events
- Other duties and responsibilities as assigned

MINIMUM QUALIFICATIONS: (Required unless stated as “preferred”, “a plus” or “desired”)

Education/Formal Training/Certifications:

- Bachelor’s degree in a related field (education, social work, or other social sciences)

Experience:

- Two years direct service experience with low- and moderate-income populations
- One year of experience with teaching/coaching/mentoring
- Two years of social service work or other relevant experience (desired)
- Knowledge of and familiarity with Access based databases or other query-able database systems (desired)
- Experience with community, relationship, and/or partnership building (desired)

Knowledge, Skills, and Abilities:

- Comfortable in a “virtual office” environment as our geographic dispersion of staff across Arizona requires virtual communications and adherence to systems that support this type of workplace. Familiarity with and a desire to increase competency with software and online platforms that are utilized by the organization is required.
- Extremely strong communication skills (non-verbal, verbal, written & listening)
- Comfortable facilitating events with student and community partner attendees in a classroom teaching setting
- Bi-lingual grammar and composition (a strong plus, but not required)
- Highly proficient with Microsoft Excel (formatting, use of basic formulas including “if” functions, data sorting, etc.)
- Strong team-player. A team approach is core to ETL
- Work and produce results with limited day-to-day supervision
- Comfortable conducting presentations to both large and small groups with minimal training
- Sensitivity to the issues of multicultural and multigenerational individuals and their families
- Fast learner with the ability to troubleshoot minor problems
- Exemplary time and task management skills
- Ability to serve as an ambassador of ETL when interacting within the community to promote our services
- Highly disciplined and organized
- Ability to motivate participants in the pursuit of reaching educational, financial and life goals

Other relevant experience may be considered as substitutes for above qualifications.



TRAVEL AND AVAILABILITY

The ETL program primarily serves low-income students and their family members. It is essential that team members be sensitive to the schedules of our participants and are flexible in allocating their time. Weekly schedules may vary greatly and are dependent on program cycles. Evening and weekend work will be required occasionally. Occasionally travel within Pima County will be required. Travel within the state including to statewide team meetings, trainings, etc. will be required rarely.

This description is not intended to be an exhaustive list of all responsibilities and duties associated with the job. Earn to Learn may modify this job description as appropriate.

