

Please Note: If you are applying for more than one position, please submit a separate, complete application



Posting Date: August 04, 2020

INTENT TO EMPLOY

Position: Coordinator of Student Success

Minimum Qualifications:

1. Associate degree **required**. Bachelor's degree **preferred**.
2. A minimum of three (3) years of full-time working experience in a college or corporate setting **required**.
3. Experience coaching and teaching adults **preferred**.
4. Licenses: None

Primary Purpose: The primary purpose of the Coordinator of Student Success is to serve as the primary student contact, enrollment advisor, and success coach for non-credit students. The position primarily manages student enrollment, advising, and success coaching for non-credit students to ensure student success within the department. This position reports to the Director of Workforce Education. The employee will:

1. Responsible for the overall non-credit advising experience within the Workforce Education department, ensuring excellent customer services and stewardship.
2. Conduct advising appointments with prospective and current students to provide tailored information about the Center for Workforce Education non-credit training programs and scholarships opportunities.
3. Assist incoming students with the registration process through walk-in and scheduled in-person and virtual formal appointments and advising sessions.
4. Monitor student progression in non-credit classes to ensure successful completion and certification rates.
5. Maintain a solid understanding of non-credit programs and its services and policies and procedures. Refer students to appropriate campus and community resources as required.
6. Serve as the first point-of-contact for issues related to "Student Code of Conduct," "Academic Honesty" and "Academic Grievance Process," etc.
7. Work with the Director, Office Manager, and the Business Office to document student, instructor, and class information that is needed for reporting.
8. Monitor registration data and recommend marketing and public relations efforts targeted at increasing enrollment. Implement recommendations when appropriate.
9. Provide regular analysis of student advisement needs to evaluate viability and make recommendations when needed.
10. Provide regular one on one support to students enrolled in non-credit programs to ensure students success.
11. Conduct him/herself in a professional manner and exhibit a positive image for Center for Workforce Education. Always provide excellent customer services which includes, but is not limited to exhibiting a positive, friendly demeanor, building rapport through greeting individuals who enter the Center and listening carefully to assess student need, and following up on commitments in a timely fashion.
12. Answer the phone and take student registrations as needed.
13. Perform other duties as assigned.

Salary: \$40,000.00 to \$45,000.00 based on ACCS Board of Trustees Salary Schedule C-3, education and experience.

Application Deadline: 4:30 p.m., August 18, 2020

Application Procedure: A complete application packet consists of:

1. A completed Jefferson State Community College application specific to this position
2. Current resume
3. Transcripts (unofficial copies will be accepted before the deadline, but official transcripts must be on file before an offer of employment). Transcripts must include conferred or awarded date, and from an accredited Institution.
4. Work experience verification in writing from your current and/or previous employer(s) confirming the required level of experience as stated in the "Minimum Qualifications" section. Verification should include dates of employment and position title(s). Upon request from the applicant, work experience verification from current employer only may be delayed until an official offer of employment. Request must be made in the form of a statement on a separate document. If applicant delays verification from current employer and it does not cover required level of experience as stated in the "Minimum Qualifications" section, verification from previous employer(s) is required. **Remember that the work experience verification completion is your responsibility.** Please visit <http://www.jeffersonstate.edu/about-jscc/human-resources/work-experience-verification/> to obtain form. (For clarification, please contact Human Resources)
5. License

"EMAILED APPLICATION MATERIALS WILL NOT BE ACCEPTED"

Materials may be submitted to:

Human Resources
2601 Carson Road
Birmingham, AL 35215-3098
Phone: (205) 856-7899 or 856-8598
Fax: (205) 856-7720

This Employer Participates in E-Verify

It is the official policy of the Alabama Community College System Office and Jefferson State Community College, including ACCS entities under the control of the Alabama Community College Systems Board of Trustees, that no person shall, on the grounds of race, color, disability, gender, religion, creed, national origin, or age be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity, or employment. Jefferson State Community College will make reasonable accommodations for qualified disabled applicants or employees. Applicants must adhere to the College's prescribed interview schedule and must travel at their own expense. The College reserves the right to withdraw this job announcement any time prior to the awarding. ***Note: In accordance with Alabama Community College System policies and procedures, the applicant chosen for employment will be required to sign a consent form for a criminal background check. Employment will be contingent upon receipt of a clearance notification from the criminal background check.***

EQUAL OPPORTUNITY EMPLOYER