



Collegiate Admission & Retention Solutions

JOB DESCRIPTION FOR STUDENT SUCCESS COACH

JOB TITLE: Student Success Coach
DIVISION: CARS
DEPARTMENT: Retention
REPORTS TO: Student Contact Operations Manager

NATURE AND SCOPE OF WORK

The Student Success Coach is responsible for providing exceptional customer service at all times. He or she is accountable for attaining performance goals associated with new, continuing and resuming students as designated in the Scope of Services by Client Colleges. The ultimate goal of a Student Success Coach is to ensure students are taken care of with professionalism and compassion in order for them to continue their education with the client college.

WORK ENVIRONMENT

Work is performed in an office setting, with a great deal of time on the telephone, and using a computer. Volume of work varies depending on the needs of the client colleges, academic calendars, and the number of students and clients. Level of productivity should remain consistent even through fluctuating client demands.

PHYSICAL ENVIRONMENT

Occasional lifting and/or carrying of light-weight materials may be required.

MINIMUM QUALIFICATIONS

College degree preferred. Sensitive and caring personality, self starter, goal oriented with excellent verbal and written communication skills required. A working knowledge of software applications is required. Ability to accurately apply and explain policies, procedures and record systems; ability to interact with students, staff and the public in a pleasant, tactful and courteous manner; ability to research records and determine source of error; ability to communicate effectively orally and in writing; ability to perform basic arithmetic computations; ability to work under pressure and meet deadlines; ability to keep accurate records and maintain confidentiality; ability to operate standard office equipment; and ability to convey technical information to a diverse population of students, staff and public. The Student Success Coach must be able to multi-task, dealing with phone requests, technology and multiple clients.



Collegiate Admission & Retention Solutions

JOB DESCRIPTION FOR STUDENT SUCCESS COACH

REQUIREMENTS

Student Success Coach must be able to work a flexible schedule including Saturdays, Sundays and evenings. Depending on volume and requirements of the client school and student needs, all schedules are subject to change.

Student Success Coach will ideally be trained in all departments and client schools before reaching the Retention department. This includes, but is not limited to, Lead Qualification, Placement Verification and Financial Aid (all schools & MDC).

RESPONSIBILITIES

Detailed listing of responsibilities is outlined on the department responsibility grid. Student Success Coaches will be held accountable for all tasks outlined on the responsibility grid. All responsibilities are subject to modification. Special projects and tasks will be assigned as needed/required.

Coach:

- **Adhere to ALL policies and procedures outlines in Retention protocol training**
- Accurately and effectively use the CARS RSVP Software to maintain all records of student information.
- Be proficient in all aspects of using the RSVP software and attend all refresher training.
- Utilize all available technology and resources to perform at the best of his/her ability.
- Communicate with correct grammar and spelling in both e-mail and phone conversations as well as exhibiting professional manners at all times.
- Facilitate the successful transition of new students from the admissions process into their initial school term and thereafter.
- Respond rapidly and properly to student inquiries and concerns. This includes both via phone and email inquiries.
- Follow-up with students in a timely manner until all issues are resolved.
- Maintain student information as dictated by the client college in their student data system or where otherwise indicated.
- Identify high risk indicators as students are entering and continuing their program of study.
- Provide timely feedback to supervisor regarding problems or changes with the RSVP Software or retention process.
- Be knowledgeable in the basic processes of how RSVP works in order to identify issues.
- Have complete understanding of client product knowledge and relay only correct and current information to students.
- Be proactive when assisting students and offer suggestions and solutions to any issues or concerns they may express.
- Reach out to students that are not active in their classes or have other risk factors in order to prevent withdrawals.
- Serve as liaison to between students and client school departments.
- Participate in team meetings and client calls as instructed.
- Participate in QA coaching sessions
- Accountable for all tasks assigned to SSC position on department responsibility grid



Collegiate Admission & Retention Solutions

JOB DESCRIPTION FOR STUDENT SUCCESS COACH

PERFORMANCE STANDARDS

- Active time spent on the phones should be greater than or equal to 85% of your day. (9 hours scheduled- 1.5 hours in lunch and break times * .85 = 6.5 hrs active phone time)
- Wrap up time not to exceed 25% with an optimal goal of 15%-20%
- All student questions and issues are responded to and/ or escalated within 24 hours of receipt.
- Student profiles are maintained according to Retention processes & protocol
- Adhere to all CARS policies as well as client procedures concerning student confidentiality (FERPA)

Collegiate Admission & Retention Solutions
American's with Disabilities Act Statement

In compliance with the Americans with Disabilities Act, the company provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources department.

Collegiate Admission & Retention Solutions
Equal Employment Opportunity Statement

We are an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis of age, race, color, religion, sexual orientation, national origin, sex, marital status or veteran status, the presence of a non-job related handicap, genetic information or any other legally protected status.

To Apply for this position: submit resumes to resume@collegiatersvp.com or directly to me at tsmistich@collegiatersvp.com