To apply, fill out our employment application (click here for application).
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SUCCESS COACH
Position Description

Summary
The Success Coach (SC) provides high quality student support services and creates a caring and supportive environment that puts the student first in accordance with the mission, core values, and purposes of the university. Among other things, the SC serves as the primary point of contact for assigned students and actively engages them to maintain student satisfaction and to assist them in achieving their educational goals. The SC regularly communicates with faculty and other staff to support academic achievement, persistence, and completion.

Minimum Qualifications
The Success Coach must satisfy the following minimum qualifications:
1. Bachelor’s degree or progressing toward degree completion;
2. Experience in academic advising, counseling, or customer service; and
3. Successful completion of required university training.

Skills and Attributes
The Success Coach must possess the following skills and attributes: proactive; strong work ethic; personable with a student-oriented attitude; critical thinker with a strong attention to detail; integrity; professionalism; excellent oral and written communication skills; ability to work in a fast-paced, goal-oriented environment dedicated to serving students; motivational skills; ability to effectively manage multiple projects and processes simultaneously; adaptability; collaboration; organizational skills; and willingness to learn and improve in all aspects of the position.

Essential Functions
The Success Coach performs the following essential functions:
1. Achieves and maintain proficient, comprehensive, and accurate understanding of student support services, academic programs, and university policies and procedures.
2. Coordinates enrollment and registration activities for assigned students with Enrollment Counselors.
3. Communicate regularly with assigned students in a positive manner to encourage them to persist in their degree path.
4. Directs students to university resources, including tutoring services, library services, bookstore, writing center, and other academic and support services.
5. Monitors assigned students’ academic progress and provide proactive advising to assist students to develop concrete and measurable goals.
6. Assists students in timely registering for classes each term, considering course prerequisites, course sequencing, and any changes in program curriculum.
7. Facilitates communication between students and other university departments and staff to promote student success.
8. Assists students in identifying, assessing, and understanding their competencies, interests, values, and personal characteristics.
9. Counsels students as they develop career decisions, employment plans, and job-search competencies.
10. Encourages students to gain experience through community service, internships, and other experiential opportunities.
11. Collaborates with NAU Alumni Services to maintain and increase alumni contacts and networking opportunities.
12. Tracks tasks, events, and activities utilizing Microsoft Office, Outlook, Desire2Learn, OneStop, Student Portal, TEAMS 3, and CampusNexus.
13. Documents all required activities and maintain current, accurate records and reports in accordance with university policies, procedures, and practices.
14. Acts with the highest integrity and professionalism in performing duties and responsibilities in compliance with all university policies, procedures, and ethical standards, including those set forth in the Code of Business Conduct and Ethics.
15. Complies with the Family Educational Rights and Privacy Act (FERPA) and all other applicable laws and regulations.
16. Maintains acceptable student satisfaction levels.
17. Participates in training, practice sessions, and professional development activities.
18. Assists in creating and implementing strategies to contribute to student success.
19. Performs all other duties as assigned.

**Required Work Hours**
A minimum of forty hours per week, plus additional hours as may be necessary. A combination of day, evening, and weekend hours is required.

**Reporting and Supervisory Responsibilities**
1. The Success Coach reports to the Director of Student Success or Student Success Manager.
2. This position has no supervisory responsibilities.

**Physical Requirements**
The Success Coach must be able to perform the requirements of this position, with or without reasonable accommodation.

**Travel**
Periodic travel, including airline travel and overnight stays, may be required.