

**PANOLA COLLEGE
JOB DESCRIPTION**

JOB TITLE:	Success Coach	FLSA status:	Exempt
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DEPARTMENT:	Student Services	REPORTS TO:	Director of Advising
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Position summary: This position reports directly to the Director of Advising and is responsible for managing the Panola College Return to Earn Program and the EmpowerU Program. The Success Coach will play a pivotal role in implementing the Return to Earn Program, which focuses on re-engaging students with some college experience but no credential (SCNC). The coach will provide academic, financial, and personal support to help these students overcome barriers to completing their education. Additionally, the Success Coach will implement the EmpowerU Program, which offers specialized financial support to pregnant and parenting students, addressing their unique challenges to help them persist and succeed academically.

Position responsibilities:

Under the direction of the Director of Advising, this position will:

- Serve as an advocate for SCNC and pregnant/parenting students by helping them navigate academic requirements, overcome any challenges that might hinder their progress, and track their progress through to credential completion.
- Collaborate with the Directors of Advancement and Advising to establish and manage the Return to Earn & EmpowerU program.
- Oversee Return to Earn & EmpowerU program communication strategies with students.
- Work with the college marketing and communications teams to develop promotional materials, including brochures, mailouts, and web content.
- Utilize personalized outreach strategies, such as human contact, phone calls, emails, text messages, and mailings, to encourage SCNC students to return.
- Raise awareness and promote the Return to Earn & EmpowerU program among students, faculty, staff, and adjuncts.
- Engage and recruit SCNC students.
- Guide and support SCNC students through the re-enrollment and advising process helping them map their pathway for a seamless transition back into the college environment.
- Help SCNC students access financial assistance, such as re-enrollment scholarships, transcript request cost coverage, and prior balance forgiveness at Panola College.
- Monitor student's academic progress, set goals, and intervene with support when necessary.
- Provide ongoing support to achieve retention each semester of re-enrolled SCNC students by connecting students to essential support services offered, including tutoring, mental health counseling, and basic needs assistance (e.g., childcare and transportation).
- Monitor and track SCNC students through credential completion and/or transfer.
- Provide tailored support for pregnant and parenting students to address their unique needs, such as childcare, transportation barriers, and health and basic living resources.
- Assist pregnant and parenting students in accessing childcare and transportation financial assistance to ease the burden of attending classes.
- Offer flexible scheduling options, such as night, online, and hybrid classes, to accommodate the demands of parenting.
- Manage a database to track the success of both programs.
- Report on student engagement, SCNC persistence, and completion rates.
- Maintain accurate records of interactions and progress with SCNC and pregnant/parenting students.
- Create and distribute a Return to Earn and EmpowerU summary report each semester to internal departments.
- Manage the Return to Earn and EmpowerU program budget.
- Support the philosophy and mission of the college.
- Attend professional development as deemed appropriate by the supervisor.
- Perform all other duties as assigned.

Minimum Position Requirements:

- Bachelor's degree required from a regionally accredited college or university.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills with a compassionate and student-centered approach.
- Ability to listen actively and demonstrate sensitivity to student's diverse academic, socioeconomic, cultural, and ethnic backgrounds.

- Organization and time management skills.
- Strong computer skills.
- Demonstrate knowledge of managing budgets.
- Proficiency in data tracking, with strong analytical skills to use data for program decision-making.
- Ability to organize, prioritize, and manage multiple work assignments and projects simultaneously.
- Ability to work collaboratively across multiple departments, foster a cooperative work environment, and work effectively in a fast-paced environment.
- A strong public service orientation to work well with students, faculty, staff, and the community.
- Enthusiasm and the ability to thrive in an atmosphere of constant change.

Physical Demands and Work Environment:

- Work is normally performed in a typical interior/office work environment.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds.
- No or very limited exposure to physical risk.
- Travel may be required at times.