



MERCYHURST
UNIVERSITY

501 East 38th Street
Erie, PA 16546
814-824-2000
800-825-1926
mercyhurst.edu

Student Success Coach

Location: Erie

Full/Part Time: full-time

Closes: open until filled

POSITION SUMMARY

The Office of Academic Support is committed to collaborative engagement within the Mercyhurst University community to improve student success, persistence, and retention. Student Success Coaches play a significant role at Mercyhurst by working individually with students to help them achieve their academic goals. Reporting to the Director of Academic Support, the Student Success Coach works in collaboration with faculty and the campus community in the areas of student academic success, registration, and retention processes. Student services include goal setting, academic planning, and academic obstacle resolution.

DUTIES AND RESPONSIBILITIES

- Collaborates with academic leaders to develop and maintain student services that help improve the overall experience and retention of students.
- Monitors student academic progress regularly through Self-Service and Retention Alert.
- Maintains regular 'touchpoints' with students to check in and offer support.
- Helps students navigate topics such as academic exploration and planning, engaging in the campus community, managing financial aid, identifying co-curricular opportunities, utilizing student services, and timely degree completion.
- Monitors students who are on academic warning and probation to conduct a self-assessment and develop a student success plan.
- Documents all communications and maintaining accurate and organized reports on interactions including emails, meetings, texts, and phone calls, as well as referrals made.
- Creates and follows a defined plan for collaborating with on-campus departments to assure that students receive support related to financial aid, academic advising, career development, academic support, academic accommodations, health and wellness, campus engagement activities, etc.

- Provides proactive guidance that addresses career-related issues such as major choice, internships, graduate school opportunities, and other post-baccalaureate opportunities.
- Presents academic workshops on various topics, such as registration, campus resources, software usage, degree requirements, and learning strategies.
- Monitors student academic progress and work in partnership with students and faculty advisors to ensure timely graduation.
- Assists students transitioning to college-level academics and learning to balance academic, personal, and work responsibilities.
- Supports University-wide retention efforts and utilize Self-Service Retention software to respond to and document student issues and concerns to include class attendance, academic success and progress, and personal well-being.
- Works collaboratively with other university offices to connect students to essential university support services and educational, cocurricular, and professional opportunities.
- Assists students in the navigation of the University's academic policies and procedures in accordance with the student handbook (change of major, course substitutions, courses at another institution, schedule change etc.).
- Provides consistent one-on-one weekly support to students in the Academic Advantage.
- Program through enrollment and design of an individualized academic plan based on their strengths, abilities, and interests.
- Performs special projects or other related duties as assigned. (Programming, Majors & Minors Fair, Orientation, etc.)

EDUCATION AND EXPERIENCE

- Master's Degree or equivalent is preferred in student personnel, counseling, or related field. At least one to three (1-3) years' experience in academic advising, career counseling, or college counseling is preferred. At least one to three (1-3) years' experience with diverse populations, individual and group counseling, program planning, and presentations is desirable or equivalent combination of education and experience.
- Maintain confidentiality and demonstrate professional behavior.
- Possess computer skills -An individual should have a knowledge of Microsoft Office Suite; experience with Ellucian Colleague, Colleague's Self-Service/Student Planning, and Entrinsik Informer is a plus, but not required.
- Basic understanding of Higher Education law, particularly FERPA and Section 504.
- Excellent interpersonal and written communication, as well as problem-solving skills; strong student service orientation; able to work under pressure; ability to handle multiple priorities and to be able to meet deadlines.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until the date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States