



Job Title	Re-enrollment and Student Success Coach
PVN ID	KB-2401-006068
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	Office of Academic Affairs
Status	Full Time
Annual Salary	\$60,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Apr 25, 2024 (Or Until Filled)

General Description

R&R Program: Re-Engagement and Re-Enrollment

The R&R: Re-Engagement and Re-Enrollment grant at Kingsborough Community College was funded by the Heckscher Foundation for Children to support high school graduates during the 2018-2022 time period who never attended college or started attending but did not complete a degree. These students were significantly affected by the COVID-19 pandemic and KCC is committed to supporting them through a holistic, success coaching approach to student success.

Reporting to the FLEX Program Manager, and working closely with the Re-enrollment coach, the Re-enrollment and Student Success Coach will *work one-on-one with new and readmit students to address barriers to enrollment, identify a program of study, register for classes, and maintain academic progression*. They will also provide students with career exploration activities and new student advisement to inform their choice of educational pathways and career preparation as they make the decision to enroll and select a degree program.

This is an one year grant funded position.

Other Duties

Responsibilities include but are not limited to:

- Initiate and maintain proactive outreach and individualized coaching, mentoring and encouragement to assigned students as they explore enrollment through application and first semester registration.
- Use intentional advising practices to develop and maintain rapport and trust to foster student development and to aid students in exploring the creation of educational plans, setting goals, and identifying the next steps necessary to navigate College processes.
- Gain and apply knowledge and understanding of academic programs, student support areas and college

- admission/readmission policies and processes
- Develop and conduct engaging workshops on academic success/career exploration
- *Conduct regular outreach to assigned caseload of students regarding next steps and academic progression and to troubleshoot progression barriers*
- *Maintain communication through various methods including Zoom, phone calls, emails, text, and meetings and noting all student interaction within given systems*
 - Prepare data and updates for grant reports as required
 - Assist with other related projects as requested
- In-person work is required with ability to work some evenings and weekends

Qualifications

Minimum Qualifications:

Baccalaureate degree and at least four years student support/development work within a college or college preparation experience. Master's preferred. The ideal candidate will have experience working with a diverse college student population, the ability to work independently and carry out complex assignments.

Required: Ability to work a flexible in-person schedule. This position is in-person in the office 5 days a week.

Other qualifications:

Successful candidate will have:

- Demonstrated experience in career advising, academic advisement and/or student development with diverse student populations, particularly high school students in an educational setting
- Preferred experience working with high school students
- Outstanding verbal, written and interpersonal communication skills, including the ability to interact effectively in asynchronous and synchronous online environments
- Strong organization, project management, communication, and facilitation skills
 - Ability to work with cross-departmental functions in a collaborative manner to resolve student challenges
 - Facility with communication and tracking technologies (particularly CRMs, Microsoft Office Suite, Starfish) and aptitude to learn new systems as needed