



Position Title: Student Success Coach

Work type: Staff Support

Location: Tillamook, OR

Categories: Student Services, Advising

Department: Business Office

Appointment Type and Duration: Regular, Ongoing

Salary: \$42,244.66 - \$60,230.78

Compensation Band: Grade 15

Initial Placement: Generally not to exceed the mid-point, based on qualifications, experience, and internal equity.

FTE: 1.0

FLSA: Non- Exempt

Term of Employment

Annual: 1.0 FTE position; July 1 - June 30. Leave in accordance with current TBCC Policy 312 and corresponding regulations.

Organizational Relationship

Reports to the Dean of Student Success and Academic Partnerships

Position Open Until Filled

First Consideration September 14, 2022

College and Area Information

Tillamook Bay Community College is located 85 miles west of Portland on the beautiful North Oregon Coast in Tillamook, Oregon; the county seat of Tillamook County. Though TBCC is the smallest community college in Oregon, we are a vital lifeline to our community providing access to certificates and Associate of Applied Science degrees; transfer college credit, continuing education and non-credit courses that support workforce training. Adult basic skills, English as a Second Language and GED preparation courses are important components of TBCC's programming.

Mission

Tillamook Bay Community College creates bridges to opportunity by providing quality education that serves the needs of our diverse community.

In support of our mission, equity, diversity and inclusion, all TBCC employees demonstrate commitment to

- valuing a community that promotes respect and dignity for all
- identifying and eliminating barriers to learning
- providing equitable support and a safe and inclusive environment
- promoting full engagement in our college community

Position Summary

The Success Coach is responsible for promoting a supportive environment for students through effective outreach, retention, and completion activities; assists students with processes related to

admissions, registration, financial aid, academic and career planning, transfer planning, and graduation. The Success Coach will actively manage a caseload of students from admission to program completion.

Principal Duties and Responsibilities

Major/Essential Functions

- Assist students in the development of an educational and career plan, including choosing a program of study.
- Connect with students at least once per term, using multiple modalities, tailoring communication to student preferences.
- Monitor and evaluate satisfactory academic progress of caseload students.
- Refer students to appropriate internal and/or community-based organizations for support services.
- Maintain confidentiality of all student information.
- Assist students, faculty, staff, and community members with general questions pertaining to admissions, graduation, financial aid, registration, advising, and other support services.
- Facilitate coordination of activities in local high schools that support currently enrolled high school students in preparation for or in the transition from high school to college.
- Perform graduation/diploma degree audits to ensure completion of all required coursework.
- Assists with the development and presentation of student recruitment, success, retention, and completion activities, and materials to support students.

Additional Responsibilities

- Performs other duties as assigned.

Skills, Knowledge and Abilities:

Required Qualifications:

- Associate Degree from an accredited college or 5 years' experience in a related field
- Five years of experience in advising/counseling role:
 - Academic/educational planning
 - Career Advising or counseling
 - Monitor, evaluate, and support satisfactory academic progress of students

Preferred Qualifications:

- Bachelor Degree.
- Bi-lingual in English/Spanish.
- Knowledge and familiarity with higher educational students and setting.
- College educational information systems.
- Data processing.
- Demonstrated experience and skills to facilitate problem solving.
- Ability to have patience, non-judgmental attitude, and positive can do orientation to life.
- Strong presentation and organizational skills.
- Detail oriented.
- Good oral and written communication skills.
- Demonstrated ability to multitask in a fast-paced environment.
- Computer skills including Microsoft Office Suite (e.g., Office 365).

Position open until filled

Compensation

Annual salary range is \$42,244.66 - \$60,230.78 depending on experience.

Benefits and Insurance

- Employer premium support for Medical, Dental and Vision Insurance
- Optional employee paid insurance - life, AD&D, Short Term Disability
- Paid time off – vacation, personal hours, sick
- Paid holidays
- Full employer paid Oregon PERS retirement
- Tuition waivers

Employment

Annual: 1.0 position July 1 – June 30

Application Information

To print application go to <http://tillamookbaycc.edu/tbcc-employment-opportunities/> and choose the staff application packet.

Please respond via email with completed application, cover letter, and resume to hr@tillamookbaycc.edu.

Complete application packets will have first consideration. The submission of all required application materials is the responsibility of the applicant. Candidate selected for hire must provide official academic transcripts.

Applications may also be mailed to:

Tillamook Bay Community
College Attn. Human Resources
4301 Third Street
Tillamook, OR, 97141