STUDENT SUCCESS COACH LEADER
Academic Support
Classified Represented Position
100% - 12 Months
#011

Final date to submit district application and all supporting documents: September 21, 2015 by 5:00 p.m.
Monthly Salary Range: $3,981.64 - $5,081.69 (Starting Salary $3,981.64)
Hours/Days to be worked: 40 hours, Monday- Friday

DEFINITION:
Under the direction of the appropriate Director or Dean, the Student Success Coach Leader will provide lead direction to the First Year Coaches (FYCs) or the Second Year Coaches (SYCs) in the District’s Pathways programs. The FYC and SYC teams work within the Division of Student and Learning Services and the Teaching and Learning Center (TLC). The Student Success Coach Leader will work with the FYCs or SCYs and also the Pathways staff to assist program students moving through their first and second year of college. This includes assisting students with identifying and completing their academic goals, and supporting the students’ adjustment to the academic and social expectations and culture of college life.

REPRESENTATIVE DUTIES (ILLUSTRATIVE ONLY):
• Provides lead direction to FYCs and SYCs by planning and anticipating monthly tasks; scheduling leadership, service, and ePortfolio events; ensuring program services are being provided in a timely and professional manner, case management notes are being entered in a database, and student needs are being assessed regularly to ensure relevant services are being provided; collaborating with other grant staff and grant projects in program planning; and assisting the Counselor Coordinator with assessment and evaluation.
• Collaborates with Pathways program staff in program planning activities.
• Serves as liaison among staff of the TLC, First Year Experience Director, Counselor Coordinator, counseling and instructional faculty, Dean of Counseling, and other collaborating departments and staff on campus.
• Creates partnerships with campus departments to facilitate campus-wide First Year program and Second Year program activities and events.
• Facilitates collaborative work and projects among all Pathways coaching and counseling staff.
• Assists with the procedures and processes for transitioning students from First Year Pathways to Second Year Pathways.
• Participates in the hiring and training of new coaches, as needed.
REPRESENTATIVE DUTIES (ILLUSTRATIVE ONLY) (CONT.):

- Attends and/or provides lead direction at regular coaching meetings and training sessions, program seminars, workshops and other presentations.
- Collaborates with FYCs and SYCs to develop supplemental projects to support student development and success.
- Assists with the development and monitoring of an early alert and intervention system for at-risk students.
- Closely monitors and communicates consistently with students in District’s Pathways programs primarily via face-to-face interaction, but also via phone, email, texting, and internet as necessary.
- Helps First Year and Second Year Pathways students navigate the community college system, including applying for financial aid, obtaining appropriate resources, and completing transfer and scholarship applications.
- Acts as an informed referral source throughout the academic year by accompanying students to various resources as needed, and supporting students in acquiring and understanding regular course status reports.
- Coaches students in effective time management, study skills, and exam preparation.
- Maintains detailed student contact logs in a database.
- Participates in the assessment and evaluation of all coaching-related activities.
- Supports the activities of the Pathways program as needed.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE OF:

- The community college system, resources and functions.
- Research techniques.
- Rules and regulations affecting assigned areas.
- Database tools to gather data for assessment and evaluation.
- Oral and written communication skills.
- Correct English usage, grammar, spelling punctuation, and vocabulary.
- District organizational structure, operations, programs, policies, procedures, philosophy, mission, goals, and objectives.
- Interpersonal skills, use of tact, patience, and courtesy.
- Problem solving and conflict resolution in an academic environment.
- Modern office practices, procedures, equipment, and software applications.

ABILITY TO:

- Work with committees and to plan workshops.
- Demonstrate discretion, diplomacy and confidentiality.
- Demonstrate a record of leadership, maturity, academic excellence, and resourcefulness.
- Provide lead direction to others.
- Plan and implement projects and events from beginning to end.
- Learn the District’s processes, policies, support systems and website tools.
- Apply technological applications to daily responsibilities with proficiency.
- Work effectively in a participatory manner with all segments of the college community and community at large.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Analyze situations accurately and adopt an effective course of action.
- Ensure compliance with local, state and federal guidelines, policies, rules, and regulations.
- Establish and maintain effective working relationships with others.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, faculty, staff, and community.
EDUCATION AND EXPERIENCE:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

• Bachelor’s degree in Psychology, Counseling, Sociology, Social Work or a closely related field from an accredited college or university.

DESIRABLE QUALIFICATIONS:

• Course work in psychology, counseling, group dynamics and guidance.
• First-hand experience with the community college system
• Experience making group presentations
• Experience working in and leading a team.
• Strong knowledge of the community college system and its mission
• Two years of work on a graduate degree or higher

LICENSES AND OTHER REQUIREMENTS:

• Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.

PHYSICAL DEMANDS:
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS:
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

LEVEL OF SUPERVISION EXERCISED:
None.

PROBATIONARY PERIOD:
One year.

SALARY AND BENEFITS:
Salary and other terms of employment are competitive. Placement is at Range 46 on the District Classified Represented Salary Schedule which is available online at www.pasadena.edu.
Generous fringe benefits include fully paid medical, dental, and vision for employees and their families, and life insurance for the employee.

CONDITIONS OF EMPLOYMENT:

• Successful completion of background and fingerprint clearance and TB screening.
• Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.
• Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.
• Board of Trustees approval.

APPLICATION AND SELECTION PROCESS:
Pasadena City College utilizes an online application process. Hard copy, e-mailed, or faxed resumes are not accepted. You can apply for a position from any computer with Internet access. All materials are submitted electronically through PCC’s Talent Applicant System (ATS) at www.pasadena.edu/hr. Applications completed and received by 5:00 p.m. on September 21, 2015 will receive full consideration. Please keep in mind the following:

• If you do not follow the process or your application/resume is incomplete, your information will not be processed.
• The hiring committee will review, evaluate, and consider applications and supporting materials received by the deadline. Meeting the minimum qualifications for a particular position does not assure the applicant an interview. It is, therefore, important that the application be thorough and detailed. The District may re-advertise, delay, choose not to fill the position, or choose to fill more than one position.
• While the acceptance of the application packet is done through PCC’s Talent Applicant System (ATS), all hiring decisions are made by a hiring committee.
• Positions are full-time (100%) and “open until filled,” unless otherwise stated.

Once applications are submitted they are final. Please carefully review your application and the documents which you are attaching to make sure that they are free from errors and complete.

If you require assistance, please contact the Human Resources office at 626-585-7388. Applicants may expect to be notified approximately 4–5 weeks following the closing date as to the status of their application.
SUPPORTING DOCUMENTS:
For full consideration, applications MUST include all items in the order listed below. An incomplete application packet will not be accepted.
1. Official District application
2. Cover letter
3. Professional resume
4. Unofficial transcripts of undergraduate work are required. Foreign transcripts and degrees require official certification of equivalency to U.S. transcripts and degrees by a certified U.S. review service at the time of application.
5. Other information considered pertinent to the application (optional)

Note: It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All supporting documentation should include position name and/or position number. All materials submitted are for this position only and become the property of the District. Materials, including USB flash drives, compact disks and slides, will NOT be returned, copied or considered for other openings.

ABOUT THE DISTRICT:
Established in 1924, Pasadena City College has been serving the San Gabriel Valley for more than 87 years. PCC enrolls more than 30,000 students each semester and offers 60 academic and 76 Career and Technical Education programs. The main college campus occupies an idyllic 53-acre site, while the Community Education Center and Child Development Center are located in separate facilities. The college is renowned for its high student transfer rate, national mathematics and forensic honors, and extensive study abroad offerings. PCC is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges. For more information, go to www.pasadena.edu.

MISSION:
The mission of Pasadena City College is to provide a high quality, academically robust learning environment that encourages, supports and facilitates student learning and success. The College provides an academically rigorous and comprehensive curriculum for students pursuing educational and career goals as well as learning opportunities designed for individual development. The College is committed to providing access to higher education for members of the diverse communities within the District service area and to offering courses, programs, and other activities to enhance the economic conditions and the quality of life in these communities.

ADDITIONAL INFORMATION:
The Immigration Reform & Control Act of 1987, Public Law 99-603 requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. This requirement applies to both United States citizens and aliens. Any employee who is unwilling/unable to fulfill this requirement will not be employed.

Pasadena Area Community College District will not sponsor any visa applications.

If accommodations are needed for the application process in compliance with the Americans with Disabilities Act, please inform Human Resources.

It is the policy of the PACCD that all candidates for employment need to be cleared for employment through the process of background check and verification of prior employment, references and credentials.

Crime awareness and campus security information are available from Campus Police and Safety. (Public Law 101-542)

The Pasadena Area Community College District does not discriminate in the educational programs and activities operated by the District, or in employment procedures and practices of the District. The Policies of Title IX as developed to date are available for inspection during normal business hours at the District Office at 1570 E. Colorado Blvd., Pasadena, CA 91106.

The Board of Trustees reserves the right to extend time limits or reinstate the search process at any time. The Pasadena Area Community College District is an equal opportunity employer. The District encourages applications from underrepresented minorities and the disabled.

PASADENA AREA COMMUNITY COLLEGE DISTRICT
Equal Opportunity, Title IX, Section 504 Employer