UNIVERSITY OF WISCONSIN-SUPERIOR

POSITION DESCRIPTION

ACADEMIC COACH, TRIO STUDENT SUPPORT SERVICES (SSS)

Working Title: Academic Coach, TRIO Student Support Services

Hayes Hill Title: unknown

Unit: TRIO Student Support Services

Position reports to: Director, TRIO Student Support Services

Appointment: Academic Staff (100% Annual: 12 Month/40 hours/week; renewable contingent on successful federal grant funding)

Position Summary: The Academic Coach (TRIO Student Support Services) will provide day-to-day individual and group services to qualified participants in the TRIO Student Support Services program, focusing more intensely on individual services to students. The UW-Superior TRIO Student Support Services five-year grant program as a part of the U.S. Department of Education. This is a 100% full time and effort, 12-month, renewable (based on successful grant funding) position. This position reports to the Director, and carries an individual caseload of 45-60 students while provided required and optional services to them per the grant requirements. This position requires evening and weekend hours with some regional, state, and national travel. This position is based on the UW-Superior campus in Superior, Wisconsin.

Position Description:

- Demonstrated experience coordinating and implementing programs and events
- Demonstrated experience in providing direct support services to students
- Coordinate day-to-day individual and group services to qualified participants, focusing more on individual services
- Design, develop, facilitate, and evaluate individual and groups services
- Recruit, retain, engage, support, and evaluate 160 program participants as per grant requirements on an annual basis, as coordinated by Director
- Perform daily office functions, including, but not limited to: arranging room reservations, managing purchasing supply orders, initiating facilities requests and technology help tickets, and maintaining technology
- Record pertinent data in Blumen Online TRIO for annual performance reporting and participant tracking
- Utilize student retention software to demonstrate student success
- Coordinate assessment processes
- Coordinate and facilitate promotional events such as tabling at Preview Days, Advising Day, SOAR, etc.
Represent the TRIO Student Support Services program and serve as contact for faculty and campus departments
Delegated authority to attend meetings in the Director’s absence and make decisions as appropriate to the Office Manager role
Other duties as assigned by the Director of TRIO Student Support Services

Knowledge, Skills, and Abilities

Highly qualified candidates will demonstrate knowledge, skills and abilities in many of the following:

- the needs of nontraditional, minority, low-income, and students with disabilities
- ability to write and administer a large grant, interpret federal regulations, and prepare reports.
- Able to speak comfortably in public to small and large groups
- Able to work collaboratively with academic, administrative, and non-academic peers in an educational setting
- Able to create, facilitate, and evaluate high quality programming
- Demonstrated ability to motivate and inspire students from disadvantaged backgrounds
- Knowledge of college admissions requirements, financial aid processes, and academic advising strategies
- Strong personal and professional organizational and academic skills to assist students
- Excellent communication and interpersonal skills
- Knowledge of and experience with implementing and/or supporting student retention initiatives.
- Knowledge of student development theory and principles.
- Ability to manage and monitor multiple budgets.
- Ability to provide leadership, coordination, direction, and supervision for students and staff.
- Ability to willingly anticipate, identify, and adopt change
- Ability to engage in all job-related interactions and activities with contacts from within and outside the University in a courteous and professional manner
- Skills in the use of office-related computer applications, including word processing, database, spreadsheet, presentation software, customer relationship management software, and other management tools
- Ability to commit to the highest ethical standards and work with confidential and sensitive information and records
- Commitment to equity, diversity, and inclusion in professional work
- Ability to participate in evening, weekend and regional, state, and national travel commitments as necessary and required

Required qualifications:

- Bachelor’s degree

Preferred qualifications:
• Master’s degree
• At least one year of professional work experience
• Experience working in higher education
• Experience with web development and/or data collection and analysis
• Familiarity with PeopleSoft, Navigate, and/or other data management software