

**JOB TITLE:** Student Success Coach – Online Students  
**DEPARTMENT:** Enrollment Management  
**SUPERVISOR:** Director of Admissions ADC/GRAD/ONLINE (AGO)  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** On Campus

**MAJOR PURPOSE:**

The Student Success Coach for online students coaches, guides and assists new and current students in online programs to recognize their God-given uniqueness, maximize their academic and experiential learning, make informed academic decisions based on life and career goals and successfully complete of their online degree programs at WJU. The Success Coach assists students in online programs in their growth and development by constructing meaningful educational plans which are compatible with their life goals. The Success Coach fosters student understanding of university policies and provides support services to a diverse online student population. Primary areas of focus include academic coaching, planning and spiritual formation ensuring academic success, retention and persistence towards completion of degree program. Secondary areas include financial aid guidance, informal transcript evaluation, career coaching and other general support services.

NOTE: This is an on-campus position serving online students

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**ESSENTIAL FUNCTIONS:**

1. Provide one-on-one support for online students in the areas of spiritual formation, academic coaching and planning, basic financial aid advising, career coaching, student involvement and online academic engagement while fostering student development through clarification of academic, professional, and personal goals using strategies that contribute to successful degree completion.
2. Monitor progress of online students and provide necessary support to enable students to complete their course of study especially with at-risk students to reduce attrition through referrals to internal and external programs for additional support services and follow-up as needed.
3. Maintain accurate knowledge of online degree programs and articulate the requirements of graduation from online degree programs while working with students to develop an individualized pathway to reach their academic goals.
4. Initiate strategic partnerships with various student service departments and stay current with all policy and procedures for the purpose of addressing time-sensitive student requests.
5. Encourage and coach online students through life events, obstacles and challenges through moral, spiritual and prayerful support that lead directly to greater levels of personal responsibility among online students in their academic success.
6. Compile data on student services, activities, and academic progress on new Retention Suite Software. Develop and maintain accurate, organized, and detailed student records in order to produce reports that inform retention tactics and strategies paying special attention to program objectives that lead to persistence and graduation.
7. Interpret, apply and abide by the Federal Education Rights and Privacy Act (FERPA) and parental confidentiality issues.
8. Engages in creative and at times disruptive brainstorming to find solutions to online student retention issues and takes initiatives with team members to implement solution in context of WJU's mission to serve students.
9. Perform other duties as assigned.

**PROFESSIONAL RESPONSIBILITIES:**

- Remain professionally active and up-to-date on best practices in non-traditional student retentions initiatives and strategies.
- Participate in staff development, training events, and outside meetings as required and approved.

**QUALIFICATIONS:****EDUCATION/CERTIFICATIONS:**

- Bachelor's Degree required

**REQUIRED KNOWLEDGE:**

- Two years of experience in student services within a higher education or adult education environment strongly preferred or similar experience in customer service/public relations
- Proven and successful track record of strong interpersonal communication skills including the ability to effectively and professionally engage people with empathy and tact. Must be especially comfortable with high levels of inbound/outbound calls, emails and texts with online students.
- Ability to work collaboratively across university departments that have a diverse faculty/staff teams with the view towards increasing student engagement for non-traditional learning.
- Knowledge of nontraditional education and course delivery models with corresponding student success strategies.
- Willingness to work in a changing service environment that is subject to frequent interruptions including the motivation to work flexible additional hours to accommodate student needs.
- Must maintain a positive, cooperative and Christ-like attitude supportive of the University mission especially in the area of helping students grow in their spiritual development through conversations and prayer.
- Ability to interpret and analyze student data in retention software and proactively contact students with engagement strategies including asking discovery questions, addressing student needs and finding appropriate student resources for student success.
- Displays self-confidence, patience, empathy, and availability when building rapport with students; understands and adapts quickly to multi-generational needs and student of diverse backgrounds.
- Strong knowledge and demonstrated success in administrative projects and duties including reporting, forecasting, and planning. Additionally, demonstrate competence in the use of CRM/ERP and/or Retention Software, Microsoft Excel, Word, and PowerPoint.

**SKILLS/ABILITIES:**

- Commitment to work in a Christian liberal arts institution
- Ability to gather data, compile information, and prepare reports
- Ability to communicate effectively with students, staff, faculty and administration
- Demonstrated analytical, problem solving and detail-oriented skills
- Ability to maintain confidentiality and manage confidential information
- Excellent oral, written and interpersonal skills.

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**WORKING ENVIRONMENT:**

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner

consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

**WORKING CONDITIONS**

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard is provided.

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**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

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Employee Signature

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Date