

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Student Success Coach II  
Code: 13105  
Salary Grade: 58  
FLSA Status: Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific departmental policies

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## *Summary*

- Function: To coach and advise UTSA students from the lead phase through to successful graduation.
- Scope: Responsible for nurturing leads and prospects, looking at the whole student, including finances, family and community, career goals, commitments and more, to ensure that well-qualified and well-prepared individuals complete their application and successfully matriculate into UTSA. Responsible for coaching prospects and enrolled students to improve enrollment, persistence, completion and career readiness. Responsible for interpreting, formulating, and evaluating institutional rules to students and for facilitating the exchange of academic advising information by participating in the delivery of academic advising services to students.

## *Duties*

- Typical:
  1. Assist and support the supervisor in organization, delivery and assessment of assigned area.
  2. Serve as a lead by providing training, guidance and indirect supervision.
  3. Manage and maintain regular contact with prospects and leads for online programs throughout each application cycle to nurture interest and remove barriers to successful application.
  4. Manage incomplete applications and coach applicants in order to facilitate maximum completed application yield.
  5. Update management with regular data reporting on prospects, applicants and enrolled students.
  6. Advise students remotely using telephone, e-mail, video chat and other tools regarding core, major, support work, graduation and university requirements, keeping accurate records of student advising contacts and progress toward a degree.

- 7. Monitor student academic progress, communicating with each student regularly on a personalized basis; intervening as necessary to assist those students having difficulty.
  - 8. Process degree plans, register students and verify requirements using Student Information Systems.
  - 9. Serve as a coach to prospects and students to aid in their development of the knowledge, skills, attitudes and beliefs they need to succeed in college and their careers.
  - 10. Participate in regular training and professional development to maintain and increase skill set.
  - 11. Perform other duties as assigned.
- Periodic:
    - 1. Develop and implement departmental projects.

***Education***

<b>Required</b>	<b>Preferred</b>
Master's degree from an accredited institution.	N/A
At the department's discretion: a Bachelor's degree and two years of Academic Advising or related experience may substitute for the Master's Degree.	

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Ability to work with sensitive information and to maintain the highest level of confidentiality.	N/A
Ability to work in a fast-paced environment.	
Familiarity with student records systems.	
Excellent customer service skills.	
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Two years of experience working with college students or adolescents in an academic advising or related capacity.	Six years of experience working with college students or adolescents in an academic advising or related capacity.

***Equipment***

<b>Required</b>	<b>Possible</b>
Personal computer and standard office equipment.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal office environment.	May be asked to work extended hours within a varying schedule, which may include weekends and evenings. Occasional travel to professional meetings and conferences.

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision from designed supervisor.	May manage, train and/or coordinate student workers.

***Accuracy***

Proficiency in all phases of the duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
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***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
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