

 <p>Community Colleges of Spokane</p>	<h2>Completion Coach – BAS Program</h2> <p style="text-align: right;">May 25, 2021</p>		
SFCC, POS # 2672	JOB CLASS # 111502	LEVEL PE IV	PAGE 1 OF 3

GENERAL DEFINITION

Reporting to the Vice President of Learning, this position assists in the delivery of services to enhance retention and completion of students in the assigned programs at Spokane Falls Community College (SFCC). Successful candidates have a passion for helping students and an ability to work in a fast-paced environment and have the skills required to create mentoring relationships with students. Provide general leadership for college-wide BAS program efforts, while ensuring compliance with all state and local level policies, procedures, rules and regulations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Work with the BAS Counselor to: *
 - Provide timely and accurate educational information for students regarding degrees, certificates, courses, college policies and procedures as well as campus and community resources. Participate in the organization of recruiting events. *
 - Serve as a point of contact for students, responding to student questions and inquiries about programs of study, referring students to appropriate staff when necessary; Monitor student schedules to ensure applicable courses related to degree are selected and satisfactory academic performance is achieved. *
 - Facilitate the development of a mutually supportive learning environment and work-based learning opportunities for students. Develop academic and personal goals. Evaluate student's academic history and education, including transcript evaluation. Introduce and help students access resources available throughout college as well as within the community. *
 - Implement strategies to promote student success in collaboration with SFCC faculty and counselors. *
2. Provide general leadership for college-wide BAS program efforts, while ensuring compliance with all state and local level policies, procedures, rules and regulations. *
 - Convene and lead stakeholder meetings, attend quarterly State Baccalaureate Leadership Council (BLC) meetings, lead program planning efforts including long and short-term strategic planning, create and maintain articulation agreements with four-year institutions and advise faculty and staff on SFCC BAS policies and procedures. *
3. ACPL Co-Coordination responsibilities include: *
 - Provide general leadership for all college wide ACPL program efforts by attending meetings, editing and maintaining the ACPL Faculty and Staff Handbook and submitting annual reports. *
 - Assist in efforts to market prior learning opportunities to students by working with the District to develop student-oriented marketing materials and co-coordinate ACPL processes. *
 - Recruit, train and develop faculty to teach the PLA Portfolio course, facilitate course challenges and the process to create crosswalks. *

- Work with ACPL students to guide them through the ACPL process that best meets their needs. *
4. Oversee the scheduling of BAS courses. Work with Deans and Chairs to create annual schedules, entering courses in the master planning sheet and tracking enrollment. *
 5. Use databases to track progress and notes on enrolled students. Maintain accurate documentation ensuring confidentiality is maintained. Maintain statistical information and summary information in reports and submit required paperwork according to specified timelines as well as the use for program planning and assessment. *
 6. Coordinate the administration and recording of graduate and/or employer surveys. *
 7. Develop, implement, and maintain outreach, recruitment and retention strategies and marketing materials for the program in coordination with other departments on campus. *
 8. Participate in advisory, department, and community meetings as requested as well as department and college activities. *
 9. Participate in professional development particularly when it is focused on BAS programs or student retention and completion.
 10. Support and advances the SFCC Mission, Core Themes, CCS Strategic Plan, and perform other duties as assigned. *
 11. Model professional decorum and mutual respect in all personal interactions. *

* *Indicates this is an essential duty.*

REQUIRED COMPETENCIES (MINIMUM QUALIFICATIONS)

1. Bachelor's degree or the equivalent from an accredited institution. Or an equivalent mix of education and experience that demonstrates the candidate meets all competency requirements for this position.
2. Positive attitude and flexibility and the ability to work effectively with a variety of people.
3. Demonstrated passion for, commitment to, and success with serving at-risk students and culturally diverse populations.
4. Experience managing caseloads and case files or any equivalent combination of experience and training.
5. Exceptional written and oral communication skills.
6. Exceptional customer service skills driven by a passion to help students succeed.
7. Ability to perform multiple tasks in a fast-paced environment with multiple interruptions
8. Ability to make independent decisions about work priorities.
9. Ability to work in a team and to operate in a manner of open, honest communication.
10. Acceptance of the responsibility to promote the welfare and best interests of students at all times.
11. A demonstrable understanding and acceptance of the mission, values, goals and objectives of CCS.
12. The ability to perform assigned duties in a manner consistent with applicable laws, regulations and goals of the institution, and community and technical college system.

13. Demonstrated commitment to fostering and supporting a teaching, learning and working environment that honors diversity, equity and inclusion.

PREFERRED COMPETENCIES (DESIRED QUALIFICATIONS)

1. Master's degree from an accredited institution.
2. Experience working with online students and faculty in an educational or corporate training environment.
3. Experience working in a student services position and / or customer service position.
4. Experience working with community organizations.
5. Experience with academic advising in a high school or college setting.
6. Demonstrated experience and success working in an education or social service environment.
7. Experience assessing student needs and coordinating educational and community-based services.
8. Knowledge of local, state, and federal rules and regulations, local college academic and high school completion requirements.

PHYSICAL REQUIREMENTS

- Work is sedentary in nature
- Frequent use of computer and exposure to terminal screens
- Visual focus and strain
- Work involves constant interruptions and requirement to answer on demand questions by phone, in person, or electronically
- Frequent repetitive hand/wrist motions and finger manipulation
- Frequent oral and auditory communication with others

CONDITIONS OF EMPLOYMENT

- Contract position
- Position is exempt from Fair Labor Standards Act (FLSA)
- Requires criminal background check
- Ability to travel locally as well as occasional out-of-town travel
- If using personal vehicle for travel proof of driver's license and car insurance required