



**JOB DESCRIPTION- STUDENT SUPPORT SERVICES
ACADEMIC COACH/COORDINATOR**

Primary Purpose:

To work with the Student Support Services program providing academic, career and personal counseling services to eligible students following Department of Education guidelines. One-hundred percent (100%) dedicated to the Student Support Services Program. Preference given for educational/social background similar to that of students served (first generation college student, low-income and/or disabled). Position reports to the Student Support Services Program Director.

Classification: Full Time, Staff Position (Exempt)

Salary: Commensurate with qualifications and experience. Plus, fringe benefits.

Appointment: 12 months, renewable annually, subject to availability of federal funding.

Job Functions:

1. Maintain effective service, support, and counseling relationships with diverse clientele.
2. Maintain a professional and ethical relationship with Student Support Services clients.
3. Provide the professional support necessary to meet the goals and objectives of the Program.
4. Provide personal, academic, career, transfer, and financial aid counseling for Student Support Services clients.
5. Act as an academic advisor for Student Support Services students.
6. Maintain accurate, up-to-date files on the activities and progress of assigned Student Support Services students (includes data entry and retrieval).
7. Support and provide leadership in assessment/placement whereby Student Support Services students are counseled and placed in academic programs commensurate with their scholastic abilities, aptitudes, and lifetime experiences.
8. May have responsibility to coordinate and deliver all transfer "Bridge" program activities.
9. May have responsibility to transport students in the transfer "Bridge" program and cultural events.
10. Establish working relationships with college faculty and staff for the purpose of referrals and gaining and disseminating needed information concerning students.

11. Maintain confidentiality of participant records.
12. Assist with compiling and maintaining records and data necessary for completion of periodic program progress reports.
13. Counsel and advise students in their personal and academic endeavors.
14. Work with individuals, groups, and committees, which may include other college staff.
15. Provide support in a flexible working environment.
16. Work effectively in a culturally diverse workplace and serve students from a variety of racial and cultural backgrounds.
17. Exhibit pro-active attitudes and actions.
18. Accept other responsibilities related to delivery of Program services as they become necessary.
19. Serve on various standing committees.
20. Participate in professional state and regional organizations (e.g. Oklahoma Division of Student Assistance Programs, Southwest Association of Student Assistance Programs, Oklahoma Association of Academic Advisors, etc.)
21. To meet objectives of virtual work-related situations and/or extended periods when working from home all faculty and staff must have access to 24/7 reliable off-campus Internet.
22. Upon employment the successful candidate must complete mandatory NIMS (National Incident Management System) training modules IS-100.HE; IS-700.a.
23. Must have a Valid Oklahoma Driver's License.

Required Knowledge, Skills, and Abilities:

Individuals must possess the following knowledge, skills and abilities, or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Ability to establish and maintain a rapport with Student Support Services personnel.
- Ability to orally communicate in English effectively with others.
- Ability to communicate in writing, using the English language.
- Ability to review, understand and apply concepts presented in training programs, conferences, and/or professional literature.
- Knowledge of student assessment (academic and/or career).
- Ability to review, understand and apply concepts presented in training programs, conferences and/or professional literature.
- Ability to perform personal, academic, career, transfer, and financial aid counseling.
- Ability to utilize Microsoft Office and other software packages for word processing, data input, data retrieval, and student enrollment/advisement.

- Ability to work hours other than 8:00 a.m. to 5:00 p.m., Monday through Friday if necessary and schedule work time efficiency under the pressure of deadlines.
- Ability to maintain an attitude of service toward students, coworkers and others.
- Ability to understand requirements of the various degree programs and understand transfer requirements of receiving institutions.
- Ability to learn and appreciate the Student Support Services mission as well as MSC's mission, purpose, goals and the role of the Student Support Services **Coach/Coordinator** in achieving them.

Other Ergonomic Requirements:

Performance of job functions related to Student Support Services requires some amount of stooping, reaching to high shelves, lifting, walking, and carrying of supplies and light equipment. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

Hours:

Generally, weekdays (Monday through Friday) hours will be 8:00 a.m. to 5:00 p.m. Work hours may be adjusted to meet the needs of students.

Qualification Standards:

1. **Education:** Bachelor's degree required, Master's completed or in progress in the area of counseling, school counseling, or human resources preferred.
2. **Experience:** Preference given for experience with Student Support Services or other TRIO programs, and college counseling centers. Good knowledge of a two-year college's mission and the Coach/Coordinator role is beneficial.
3. **Professionalism:** Staff members of Murray State College and the Student Support Services Program are expected to demonstrate a dedication to student services and show enthusiasm and professionalism in the performance of all responsibilities.
4. **Image:** Murray State College employees are expected to maintain a neat and professional image at all times. The employee must maintain a neat, clean, and well-groomed appearance.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check.

Application Process:

Applicants must submit the following:

1. Letter of application
2. Resume
3. Three (3) letters of employment recommendation
4. Official transcript(s) required
5. Murray State College employment application

Submit an application to:

Human Resources Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, OK 73460
mscemployment@mscok.edu

Application Deadline: Review of applications will begin immediately and continue until filled.

MSC participates in E-Verify.

MURRAY STATE COLLEGE IS EQUAL OPPORTUNITY EMPLOYER. Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and educational services.
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