STUDENT SERVICES
WALKER CENTER FOR ACADEMIC EXCELLENCE

TITLE: First Year Academic Coach

DUTIES: Responsible for providing academic advising and guidance to first-year “at risk” students and students. Maintains direct contact with advisees to include meeting with students individually as well as in small groups on an ongoing basis to build rapport, identify barriers to success, set goals, and develop action plans for academic success. Monitors educational goals and educational plans (to include the development of academic schedules) for first-year students so as to maximize retention and completion. Develops and implements first-year strategies to support nontraditional learners. Facilitates academic workshops and seminars specific for first-year students, as well as cultural and social events. Effectively interprets student data for assessment and reporting purposes related to retention.

REQUIRED: Master's Degree required with solid customer service experience in an educational setting. Educational background in Counseling, Student Personnel, Education, or related field as required. Experience working with underserved populations including first-generation and low-income students. High degree of professionalism, confidentiality, and demonstrated ability to listen carefully, interpret accurately, and respond to a high volume of requests. Personal skills should include vision, strong customer service orientation and interpersonal skills, creativity, problem solving, crisis management, and decision-making skills to prioritize work while also displaying appropriate sensitivity to detail. Project and time management skills that enable the accomplishment of many tasks on a concurrent basis. Proficiency in Windows operating environment, along with current Microsoft Office Suite, researching via the Internet and web-based electronic resources as well as knowledge of Jenzabar or comparable college platform, and the ability to learn and use other current applications.

STATUS: Regular Full-Time/Exempt

HOURS: Day, evening, and weekend responsibilities, as required.

REPORTS TO: Assistant Dean, Student Support Services

POSTED: Updated on February 1, 2016. Internal candidates must post for the position within 10 calendar days from the date posted.

APPLY TO: Please submit a letter of interest with your salary expectations, as well as a current resume to: Human Resources Department, Peirce College, 1420 Pine Street, Philadelphia, PA 19102; email to JobsAtPeirce@peirce.edu; or fax to: 215.670.9069. We strongly encourage materials be submitted via email. We will contact only those candidates who best meet our requirements.

Peirce College is an Equal Opportunity Employer and is committed to ensuring equal opportunity and enhancing diversity and inclusiveness in all employment decisions, policies, and practices.

The College will not engage in or tolerate unlawful discrimination, harassment, or retaliation on account of a person’s age, sex, race, color, religion, creed, national origin, ancestry, citizenship, disability, sexual orientation,
gender identity, marital status, veteran’s status, military status, or membership in any other group protected under local, state, or federal law.

For questions concerning equal employment opportunity, please contact the Vice President, Human Resources/Chief Equal Opportunity Officer, who is a member of the Human Resources Department and is available at 3R Alumni Hall (215-670-9328). Applicants who require reasonable accommodations to participate in the interview process should contact the Chief Employee Services/Risk Management Officer, who is a member of the Human Resources Department and is available at 3R Alumni Hall (215-670-9277).