**POSITION DESCRIPTION**

**TITLE:** Success Coach & Tutoring Coordinator **DATE:** March 12, 2024

**DEPT:** College Success Programs

**REPORTS TO:** Associate Director of College Success Programs

**PURPOSE:** The Success Coach & Tutoring Coordinator will work closely with the Associate Director of College Success Programs to manage and run the Office of Student Academic Success (OSAS). This position provides academic success coaching to a caseload of 150-200 students. The Success Coach & Tutoring Coordinator reviews applications, interviews and hires new peer coaches, helps train and supervise 6-12 peer coaches, manages student payroll and maintains records of students and coaches. This position also supports tutoring services for UMaine in partnership with a third-party tutoring vendor. The position tracks tutoring usage, promotes tutoring services, and works with campus partners. The Success Coach & Tutoring Coordinator is responsible for the delivery of workshops and class presentations. The position assists in monitoring the quality of services and provides other services as defined by the Associate Director and Program Director.

Starting salary for this position is $44,000 - $46,000

**ESSENTIAL DUTIES/RESPONSIBILITIES:**

* Academic Success Coaching
  + Support a caseload of first-year students by providing holistic, student-centered academic coaching to develop a range of skills, including: time management, organization, study habits, goal setting, and learning strategies.
  + Help students connect with campus services, such as: peer tutoring, disability accommodations, academic advising, financial aid counseling, health care, and community involvement.
  + Implement OSAS Action Plan for Black Bear Early Alert campaigns; outreach and support students identified by their instructors as at-risk in a course.
  + Assist with the administration of a Peer Success Coaching program.
  + Recruit, interview, and hire new peer coaches.
  + Develop training and resource materials, procedural guidelines, and systems for documentation of peer coaching activity.
  + Assist in training, supervision, evaluation, and recognition of Peer Success Coaches.
  + Assist in processing payroll for 10-15 student employees.
* Tutoring Services
  + Assist with development and implementation of a marketing plan for peer tutoring in cooperation with the third-party vendor.
  + Schedule and conduct presentations to first year seminars.
  + Represent OSAS at University events such as Accepted Student Days and New Student Orientation.
  + Administer peer tutoring at UMaine through the use of a third-party platform.
  + Recruit peer tutors proactively for high-demand courses and on an ongoing basis to meet tutoring requests.
  + Support peer tutors through email outreach (welcome email, tutor tips), individualized mediation of challenges with the platform or tutees, and recognition efforts. Maintain and facilitate the use of resources and supplies for utilization by peer tutors.
  + Respond to inquiries and provide technical assistance to tutors, students, faculty, and staff.
  + Monitor unmet tutoring requests; communicate with requesting students, recruit tutors, and outreach to faculty as appropriate.
  + Act as a liaison between the Division of Lifelong Learning for Summer University and Winter Session tutoring. Participate in DLL Support Services team meetings.
* Student Success
  + Visit classrooms, student organizations, and other student programs to deliver outreach programs related to academic assistance and achievement. Deliver specialized academic programs at the request of departments and programs.
  + Represent OSAS through participation in relevant campus groups, such as Advising Collaborative and Navigate Advisory Committee.
  + Maintain accurate and updated records in accordance with departmental and University policies and procedures.
  + Assist with development of annual and semester planning, setting benchmarks, and tracking progress.
  + Collect qualitative and quantitative data for annual reports.
  + Maintain and update OSAS website.

**KNOWLEDGE/ SKILLS / QUALIFICATIONS:**

* Required Qualifications
  + Bachelor's Degree in Education or related field required, Masters Degree preferred.
  + Demonstrated experience working in academic support at a college or university.
  + Strong organizational, training and interpersonal skills.
  + Strong written and public speaking skills.
* Preferred Qualifications
  + Competencies with computer programs such as Google Suite, MS Word, Excel, Powerpoint and Access.
  + Experience with Navigate, Wordpress, MaineStreet (Manager Self-Service, Reporting, Campus Solutions)
  + Supervisory experience.
  + Ability to work independently and within diverse groups, contributing to a team approach.

**SUPERVISORY REQUIREMENTS:** Assists with the supervision of approximately 6-12 student employees.

**POSITION TYPE:** Success Coach & Tutoring Coordinator is a full-time, twelve-month appointment.

**WORK ENVIRONMENT:** Normal University of Maine business hours are Monday through Friday 8:00 am to 4:30 pm. Work beyond regular hours (to include evenings and weekends) may be necessary in order to meet the requirements of the position. The employee shall establish regular office hours and in consultation with the supervisor, and adjust the work schedule as appropriate. Work is performed in a designated office in Dunn Hall. Most work is done during the normal workday. Once a work schedule is established work is generally consistent and predictable.

**SCHEDULE FOR EVALUATION:** In accordance with UMPSA agreement.

**SALARY**: Starting salary for this position is $44,000 - $46,000

**WORK SCHEDULE:** Generally work is accomplished during traditional work hours. Occasionally duties will require meetings outside the traditional workday (i.e tutor training workshops). Generally work is performed at the office provided in Dunn Hall, but some duties may meet in an assigned classroom or other meeting site on campus.

**WORK YEAR:** This is a 12-month position.

**SUPERVISOR:** The Success Coach & Tutoring Coordinator reports to the Associate Director for day-to-day scheduling and priority management. The Associate Director will perform the annual evaluation.