

WORKING TITLE	Academic Skills Coach
PAYROLL CLASSIFICATION	Extended Education Specialist II (E2222)
DEPARTMENT	TRIO-Student Support Services Programs
STATUS	Full Time Benefitted, Salaried
POSTING DATE	January 6, 2025
POSITION NUMBER	2691

OVERVIEW

Innovative, authentic, and inspiring applicants are sought to apply for the CSULB Academic Skills Coach for the Student Support Services Program position, a 100% federally-funded TRIO program. Under the general supervision of the Student Support Services Program (SSS) Director and the direct supervision of the SSS Assistant Director, the Academic Skills Coach (ASC) is responsible for meeting the academic and non-cognitive skill-building needs of students who are low-income, first-generation to college, and/or have a disability, by providing services that increase retention, success, and graduation. Applicants must show a commitment to social justice and closing the opportunity gap.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Specific duties include but are not limited to:

- Provide direct, frequent, and on-going holistic services (academic advising, learning skills, financial aid assistance, financial literacy, graduate school and career preparation, and non-cognitive development) to 225+ assigned caseload participants each year.
- Design and implement co-curricular in-person, online, and hybrid workshops. Conduct student contacts individually face-to-face, online, individual, small and large group settings, and through other modalities.
- Manage multiple and complex student cases in addition to other assignments without detailed instruction or in situations where guidelines are not well-established.

Time and Effort Responsibilities	
40%	Skills Development Responsibilities <ul style="list-style-type: none"> • Develop and deliver in-person and online student success activities and workshops. Examples of services include study skills, overcoming obstacles, imposter syndrome, academic success, research and graduate school and career preparation, resume building, scholarship applications, and other related topics. • Maintain strong and active social media presence. • Develop universally designed curriculum that addresses students' non-cognitive abilities, behaviors, and strengths: pro-academic behaviors, self-confidence & self-efficacy, long

	<p>range academic & career goals, leadership & campus involvement, social support & social confidence, and perseverance & resilience.</p> <ul style="list-style-type: none"> • Design and implement various active interventions in an effort to promote student retention, persistence, and graduation. • Create and manage co-curricular learning communities grouped by caseload, student need, and other categories. • Within assigned areas of responsibilities, independently plan and organize work priorities, solve problems, and take action. • Perform in-depth analysis of specific program needs and develop solutions and approaches to meet those needs.
40%	<p>Academic Coaching</p> <ul style="list-style-type: none"> • Orient new and continuing program participants to SSS services. • Provide ongoing and consistent contact with program participants via email, phone, in-person, or other methods. • Implement pro-active service strategies to facilitate student contacts on a weekly basis. • Utilize task management-based, strengths-based, and non-cognitive-based advising techniques in all student contacts. • Apply student development theories and other modalities when providing alternative solutions to individual students' personal and academic issues. • Interact interdepartmentally when providing or obtaining information on student cases. • Exercise sensitivity and keen insight when providing comprehensive advisement to students who may experience challenges in selecting and pursuing appropriate educational and career goals. • Develop and deliver curriculum to help students identify their challenges, create goals, and evaluate them realistically. • Perform in-depth analysis of individual student or specialized group and readily coordinate the resources needed to address the complex, multifaceted, and/or sensitive concerns. • Develop and implement SMART(ER) goal strategies with students. • Develop comprehensive educational plans in accordance with university academic policy that aid in course selection and career exploration. • Aid students with navigating financial aid and strengthening financial literacy. • Connect and refer students to campus resources such as, tutoring, professional development, research opportunities, student associations, and others as needed.
20%	<p>Administrative, Tracking, & Other Responsibilities</p> <ul style="list-style-type: none"> • Extensively track 5 required student services (coaching, tutoring, financial aid, financial literacy, & graduate school/career preparation), in accordance with federal rules and regulations. • Assist in the recruitment of program participants. • Assist with maintaining program reporting data. • Maintain program BeachBoard group and social media promotion. • Develop, produce, and oversee program marketing materials and information boards. • Coordinate and train graduate student coaches and projects. • Assist in the planning and organizing of events, workshops, and conferences. • Actively participate in staff meetings, retreats, and professional development conferences. • Attend project related meetings and trainings as assigned.

	<ul style="list-style-type: none"> • Assist with the preparation of project-related materials and attend project related meetings and trainings on and off campus. • Work collaboratively with core staff to prepare and submit project reports, proposals, and other materials. • Other duties as assigned.
100%	

EDUCATION, SKILLS AND ABILITIES

- Master's degree in educational counseling or other related field required.
- Experience working with economically disadvantaged, first generation to college students, and/or students with disabilities.
- Direct experience with TRIO programs and overcoming personal obstacles will receive stronger consideration.
- Demonstrated knowledge of holistic academic support services; development of individualized service plans; financial aid and economic literacy; and retention programs. Strong emphasis on task strengths-based and non-cognitive proactive advising techniques.
- Strong attention to detail, especially for federal tracking and auditing. Experience that exhibits strong organizational skills and demonstrated ability to handle multiple tasks under pressure. Should be able to manage time effectively, prioritize workload, and meet tight and frequent deadlines.
- Must be able to accept constructive feedback, be professional and interact positively with an ethnically and culturally diverse campus community.
- High degree of initiative and ability to work without constant supervision.
- Experience working in collaborative settings, ability to function well under pressure, and handle multiple tasks concurrently.
- Excellent oral and written communication skills. Proficient computer skills related to MS Office Suite, social media platforms, and design software.
- Ability to advise students utilizing various learning management systems including PeopleSoft, BlackBoard, EAB Navigate, etc.
- Regular punctual attendance and availability to work a flexible schedule including evenings and weekends when necessary to meet deadlines and/or attend weekend trainings/workshops.
- Contribute to equitable and inclusionary work to support student-success that strengthen on retention and graduation.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Understand the importance of using inclusive language that does not promote gender/ethnic coding, discrimination, and/or selective pronoun usage for faculty, staff, and students.
- Provide resources and/or referrals to all students to support to academic success, basic needs, health and wellness, and/or creating a student-ready environment.
- This job description is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Must be able to accept constructive criticism, prioritize workload, be professional and dependable, interact positively with others and possess a friendly and outgoing personality. Regular, punctual attendance required. This position is employed through the CSULB Research Foundation. Employment is at-will.

POST OFFER BACKGROUND CHECK REQUIREMENT

A post offer background check (including a reference and criminal records check) must be completed, and the individual cleared, before they can start work with the CSULB Research Foundation. No information will be required prior to the offer of employment. Once an offer of employment is made, failure to complete the background check and receive clearance may affect the application status of a new hire individual and/or the continued employment of a current CSULB Research Foundation employee who has applied for/moved into a new position. Individuals working with minor children and/or the elderly will be required to renew their live scan fingerprinting and be cleared every twelve (12) months. Information obtained through the background check does not automatically disqualify an individual from employment.

GRANT FUNDED EMPLOYMENT

This position is restricted to the conditions set forth in the grant. Ongoing employment is contingent upon satisfactory job performance and continual renewal of grant money/availability of funds.

COMPENSATION RANGE: \$ 2,773.34 per pay period (24 pays per year)

FILING DEADLINE: Open Until Filled

NOTE: In order to be considered for this position, please submit the required information as soon as possible. The hiring committee will review applications, interview qualified candidates and close the position anytime on or after two (2) weeks from the posting date listed above. Removal of a position from our website is indication that the position has been filled.

APPLICANT PROCEDURE

Interested individuals should forward their cover letter, resume, and completed employment application referencing position number to the CSULB Research Foundation Human Resources Department in one of the following ways:

- By Mail/Delivery: 6300 State University Drive, Suite 332, Long Beach, CA 90815
- By Confidential HR Fax: 562. 985.1726
- By [DocuSign](#) or Email: FND-HR@csulb.edu

A separate application is necessary for each employment opportunity posting. The employment Application can be found alphabetically on our website at <https://www.csulb.edu/research-foundation>, under the Forms, then the Human Resources tab. It is the responsibility of the applicant to clarify on their application their ability to perform the job for which they are applying. Individuals requiring a reasonable accommodation in order to apply for this position should provide necessary information to the Director of Human Resources. Additionally, individuals invited to interview for this position should inform the Director of Human Resources at the time of invitation, of any requirements for a reasonable accommodation.

NOTICE

The CSULB Research Foundation does not discriminate on the basis of sex in its employment as required by Title IX of the Education Amendments of 1972, as amended, and Section 86.9 of the administrative regulations adopted by the Department of Education pursuant thereto, nor does it discriminate on the basis of race, color, religion, national origin (including language restrictions), sex (pregnancy or gender), sexual orientation, marital status, age, disability (mental and physical, including HIV and AIDS), ancestry, medical condition (cancer/genetic characteristics), denial of family and medical care leave, denial of pregnancy disability leave or reasonable accommodation or veteran's status (including Vietnam-era veterans) as required by other federal/state non-discrimination statutes, related administrative regulations