

PANOLA COLLEGE JOB DESCRIPTION

JOB TITLE:	Success Coach	FLSA status:	Exempt
DEPARTMENT:	Student Success Hub	REPORTS TO:	Resource Coordinator
CONTRACT TERM:	Full-time, grant-funded position ending September 30, 2031		

Position summary: Panola College seeks a caring, proactive, and student-centered professional to serve as a Success Coach. Using a strengths-based coaching model, the Success Coach will support an assigned cohort of first-time students by helping students clarify goals, strengthen persistence skills, make informed decisions about their postsecondary pathways, and connect with appropriate college and community resources. This role does not provide course-specific academic advising.

Position responsibilities:

- Complete InsideTrack success coaching training and apply the resulting coaching strategies consistently in student interactions.
- Manage an assigned cohort of students
- Conduct an initial intake with each assigned student to identify goals, strengths, and factors that may affect persistence, including first-generation status, employment, transportation, dependents, support systems, motivation, time management, and study skills.
- Proactively contact each assigned student at least nine times per semester through an appropriate combination of phone calls, text messaging, face-to-face meetings, and videoconference meetings.
- Use coaching conversations to help students identify barriers, set achievable goals, strengthen self-advocacy, and make informed decisions about their educational and career pathways.
- Connect students with appropriate campus or community resources to address financial, academic, personal, transportation, childcare, technology, basic-needs, and other barriers.
- Coordinate with academic advisors when students need course selection, degree planning, registration, or other course-specific advising that falls outside the Success Coach role.
- Monitor student engagement and progress, recognize early signs of disengagement or academic difficulty, and conduct timely outreach and follow-up.
- Document intake information, coaching contacts, referrals, follow-up actions, and student engagement accurately and promptly in approved college systems.
- Maintain appropriate confidentiality and comply with FERPA, college policy, ethical standards, and grant requirements.
- Collaborate with faculty, advisors, and other personnel to support student success.
- Support annual evaluation activities by maintaining accurate cohort records and helping identify coached students for fall-to-spring, fall-to-fall, and completion analyses.
- Participate in team meetings, ongoing professional development, case consultation, program improvement, and grant reporting activities.
- Perform all other duties as assigned.

Minimum Position Requirements

- Bachelor's degree in education, counseling, social work, psychology, higher education, student affairs, or a related field required
- Minimum two years of experience in student success, coaching, advising, counseling, social services, or a related student-support role.
- Experience working with first-time college students, first-generation students, adult learners, or students facing barriers to persistence preferred.
- Ability to manage a high-volume caseload, sustain proactive outreach, and maintain complete and accurate records.

Knowledge, Skills, and Abilities Required

- Ability to build trust, listen actively, ask effective questions, and engage students from varied backgrounds with empathy and respect.
- Excellent written, verbal, interpersonal, and digital communication skills across multiple communication channels.

- Strong organization, follow-through, time-management, documentation, and caseload-management skills.
- Ability to use student information systems, customer relationship management systems, messaging platforms, videoconferencing tools, and standard office technology.

Physical Demands and Work Environments:

- Work is normally performed in a typical interior/office environment.
- The position requires frequent communication with students through in-person and electronic channels and may require occasional evening or varied hours to meet student needs.
- No or very limited physical effort is required; however, the employee must occasionally lift and/or move up to 50 pounds.
- No or very limited exposure to physical risk.

Additional Information

This is a grant-funded position. Continued employment is contingent upon the availability of grant funding.