

BENJAMIN FRANKLIN INSTITUTE OF TECHNOLOGY
Student Success Coach (2 grant funded positions)
Position Description

As a thriving, student-centered college with graduation rates double the national two-year college average and triple the Massachusetts two-year college average, Benjamin Franklin Institute of Technology seeks two innovative and highly motivated Student Success Coaches that will be passionate advocates for students and will actively lead and contribute to institution-wide efforts to further improve graduation and retention rates of our student body, particularly those from the Boston neighborhoods of Dorchester, Roxbury, and Mattapan. The Student Success Coaches will manage a large caseload of students and will each oversee an advising cluster of approximately 25% of the College's student body by providing academic, social, and personal support to our students. The Student Success Coaches will report to the Dean of Student Services and frequently collaborate with the Director of Student Success, the Assistant Director of Student Success/Learning Disability Coordinator, the Chair of the Department for Academic Development, the Dean of Academic Affairs Academic Affairs, Student Affairs staff, Enrollment Management staff, Academic Affairs staff, and faculty.

Essential Functions:

1. Work as a hands-on advisor, mentor, and coach to a large caseload of advisees and instilling a sense of excitement regarding student success, retention, and graduation.
2. Assist students with the challenges balancing academic life with external commitments and situations that may interfere with their ability to be successful students.
3. Promote academic success by continually monitoring student progress throughout the semester. Work with students and faculty to ensure that individual advisees are engaged with the College and are maintaining satisfactory academic progress.
4. Assist students through the registration and re-enrollment process each semester ensuring that they are working to resolve any holds on their accounts, including, but not limited to student accounts, financial aid, immunizations, admissions, and registration holds.
5. Assisting students access academic year and summer employment opportunities through collaboration with the Career Services and Industry Partnerships office.
6. Provide oversight and support of an advising cluster consisting of approximately 25% of the student body and approximately eight faculty and staff advisors each with caseloads of between 3 and 15 advisees.
7. Be a highly-motivated self-starter with the ability to collaborate with the Dean of Student Services, the Chair of the Department of Academic Development, and other members of the BFIT community in managing all aspects of advising including program development, implementation, evaluation, and modification of the program.
8. Collaborate with Success Boston advisors from the Boston Private Industry Council (PIC) and other area community based organizations.
9. Serve as an instructor or co-instructor for the Franklin Seminar or other courses offered within the Department of Academic Development to help students transition to the rigors of higher education and STEM programs.
10. Serve on college-wide committees including the Students of Concern Committee and others as assigned.
11. In consultation with the Dean of Student Services, review policies and operational practices and recommend changes with the goal of improving the student experience.
12. Keep current on all aspects of academic programs, academic support services, student information system procedures, enrollment processes and procedures, College policies, mission and philosophy.
13. Collect, analyze, and disseminate data relative regarding student success to internal constituencies.
14. Other duties as assigned.

Qualifications:

1. A minimum of a bachelor's degree is required. Background in secondary education, higher education administration, social work, counseling, or special education preferred.
2. Experience working with and a demonstrated sensitivity to understanding the needs and concerns of a diverse urban student population, many of whom are first generation college students, is essential to the incumbent's success.
3. One-to-three years of successful experience employed in an advising or student success capacity.
4. Understanding of and experience working with students with documented learning disabilities is preferred.
5. Demonstrated ability to form partnerships and effectively build and lead teams.
6. Excellent oral and written communication skills and strong presentation skills with demonstrated ability to develop interpersonal and organizational relationships.
7. Self-motivated with the ability to work in a fast paced environment, the ability to multi-task, and the ability to pay special attention to detail.
8. Knowledge of the enrollment process including applying for federal financial aid and affordability
9. Knowledge of Microsoft Office, student information systems, database administration, SQL, Internet, social networking, and email and the ability to utilize and train colleagues on new software and other technology as needed.
10. Fluency in a second language, particularly Spanish, Cape Verdean Creole, Haitian Creole, Vietnamese, Mandarin or Cantonese, is preferred.
11. Sense of humor.

Applicants who may not exactly meet these qualifications are encouraged to describe in writing why they would nonetheless contribute substantially to the success of the college and would carry out the requirements of the job. Application materials including a cover letter, resume, and professional references should be sent via e-mail to Michael Bosco, Dean of Student Services, at mbosco@bfit.edu.

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