

**Madonna University**  
**Job Description**

**Job Title:** Success Coach  
**Department:** Office of Student Advising and Success  
**Reports To:** Director of Student Advising and Success  
**Prepared Date:** January 2025

**SUMMARY**

This position is responsible for advising and retention for undergraduate students within their assigned caseload. An essential part of the proactive students' success and retention efforts associated with the university. Assists faculty with questions and concerns regarding student status, advising, and questions related to admission or transfer credit.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Disseminates information regarding *nursing* curriculum to walk-in, internet, and telephone inquiries.
2. Advises students both in person and distance learners to assist with developing an academic plan, registering for courses, clarifying goals, and interpreting university policies and procedures.
3. Monitors progress on key performance indicators (KPI) related to retention, including, but not limited to: satisfactory academic progress (SAP) in the major and degree program and registration for all students in college. Also communicates information to the director, deans and faculty.
4. Works with dean, chairs, and program directors to provide appropriate retention interventions for students in academic jeopardy, students identified in the Early Alert program and under academic warning and/or a probationary status to facilitate student success.
5. Maintains relationships with assigned academic college through attendance at college faculty meetings, training faculty on best practices in academic advising and being a resource to the college on the topic of advising and retention.
6. Provides updates and training for the college's faculty advisors related to advising tools and procedures, academic programs, student services, and academic policies.
7. Communicates with students regarding early enrollment for courses and follows up with students not enrolled.
8. Serves as college expert related to the Core Curriculum, MTA, and MACRAO.
9. Participates in advising and registration at new student orientations throughout the year.
10. Conducts exit interviews with students leaving or transferring and works with the Registrar to close student files.
11. Remains knowledgeable and update-to-date on opportunities and services available to students.
12. Participates with university committees as assigned and attends and contributes to college faculty meetings.
13. Other duties as assigned.

**MADONNA UNIVERSITY RESERVES THE RIGHT TO ASSIGN OR REASSIGN DUTIES AND  
RESPONSIBILITIES TO THIS JOB AT ANY TIME**

**QUALIFICATIONS**

The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **EDUCATION AND EXPERIENCE**

Bachelor's degree required, Master's degree in Higher Education or related field preferred; and/or equivalent combination of education and experience. At least two (2) years' experience working in higher education with students, parents, faculty, staff, and other college administrators. Working knowledge of Microsoft Office required. Experience with/knowledge of technology to work with students who are distance learners. May be required to work outside of normal working hours.

#### **RELATIONAL SKILLS**

Embrace, uphold, and promote the values of Madonna University, with a sense of commitment to our mission and the future of the institution. Commitment to diversity, equity, inclusion, and cultural awareness in order to strengthen a sense of belonging for all students. Ability to demonstrate genuine empathy and care for students, their challenges, and their success. Ability to work collaboratively and enthusiastically in a team environment. Demonstrated knowledge of and sensitivity to students from diverse backgrounds and the ability to recognize and respond to the unique needs of diverse, underrepresented, and marginalized students.

#### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, use whole numbers, fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

#### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; and talk or hear. The employee is may be required to reach with hands or arms, stoop, kneel, or crouch. Employee may occasionally lift and/or move up to 15 pounds. Reasonable accommodations may be considered to enable individuals with disabilities to perform the essential functions.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Supervisor Approval \_\_\_\_\_ Date \_\_\_\_\_  
Initial

HR Approval \_\_\_\_\_ Date \_\_\_\_\_  
Initial