**Scholastic Performance Specialist IV Standard Job Description**

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**Scholastic Performance Specialist IV University-Wide Standard Job Description**

**Classification Title:** Scholastic Performance Specialist IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 10

**Job Description Summary:**

The Scholastic Performance Specialist IV, under direction, provides professional and specialized skills for planning, developing, implementing, and managing student scholastic performance programs and activities utilizing maximum campus and community resources and opportunities.

**Essential Duties and Tasks:**

**40% Student Interaction**

* Maintains an individual case load of students.
* Meets, refers, and follows-up with students regarding general scholastic questions, concerns, and needs.
* Provides scholastic direction and advice to students and/or campus organizations and societies, both individually and in groups.
* Serves as a primary advisor to various student and professional organizations and societies regarding resources and services offered.

**20% Retention Activities**

* Fosters retention of identified groups of students through activities such as coaching, mentoring, monitoring of student grades, and other support programs.

**10% Project Implementation**

* Implements projects to achieve specific objectives or outcomes.

**5% Information Development**

* Develops and revises informational materials, handbooks, and newsletters for students, departments, colleges, and the university.
* Designs, implements, and manages presentations, workshops, and events.
* Interprets data and prepares various reports.

**5% Team Management**

* May oversee and manage the activities of other Scholastic Performance Specialists at levels I, II, and III and student workers.
* May coordinate the direction of professional and support personnel to accomplish scholastic goals and activities.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education and Experience:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.
* Six years of related experience in advising, recruiting, teaching, coaching, Student Affairs or other related area.

**Required Licenses and Certifications:**

* None.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing, spreadsheet, and presentation software programs.
* Knowledge of degree requirements and student records maintenance.

**Additional Information**

**Machines and Equipment:**

* Multiline phone system
* Computer
* Fax
* Copier

**Physical Requirements:**

* None.

**Other Requirements and Factors:**

* Ability to adhere to FERPA.
* May be required to work nights, and weekends.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**

**Scholastic Performance Specialist IV Standard Job Description for the Academic Success Center**

**Job Description Summary:**

The Scholastic Performance Specialist IV (Success Coach IV) position provides professional and specialized skills for planning, developing, and implementing, and managing student success programs and activities utilizing maximum campus and community resources and opportunities. Provides scholastic direction, offers services to students in individual and group, presentation, and workshop formats, and directs students to resources that will assist students in becoming academically successful. Monitors student progress, maintains records, analyzes data, and prepares reports. Provides supplemental supervision of other Success Coaching staff at levels I, II, and III and Peer Coaching Staff as directed by supervisors. Assists supervisors in day-to-day operational aspects of the center.

**Essential Duties/Tasks**

**65%: Coaching**

* Maintains an individual case load of students.
* Meets, refers, and follows up with students regarding general scholastic questions, concerns, and needs.
* Fosters retention of identified groups of students through coaching, mentoring, monitoring of student grades, and other support activities.
* Provides scholastic direction and advice to students, both individually and in groups.

**10%: Supplemental Supervision Duties**

* Oversees assigned supervision of other Success Coaching staff at levels I, II, and III and Peer Coaching staff as directed by supervisors.
* Assists supervisors in day-to-day operational aspects of the center.

**10%: Records**

* Maintains records, making referrals as required, and manages organizational and administrative aspects of individual student cases.
* Develops and supervises systems for maintaining records of student contacts.
* Oversees the development of academic coaching projects and their implementation to achieve specific objectives or outcomes.
* Maintains student information in appropriate record systems and maintains records of student contacts and achievements.
* Interprets data and prepares reports as requested.

**10%: Collaboration**

* Responds to inquiries from students and refers to appropriate University and college policies and procedures stakeholders.
* Interacts with college offices regarding scholastic progress of students related to student probationary terms and/or general academic progress.

**5%: Professional Training**

* Completes professional success coach internal & external training.

**Other Duties**

* Performs other duties as assigned.

**Qualifications**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Six years of related experience in advising, recruiting, counseling, teaching, coaching, Student Affairs, or other related area.

**Required Licenses and Certifications:**

* None.

**Preferred Qualifications:**

* Master’s degree in applicable field or equivalent combination of education and experience.
* Four years of experience in advising, recruiting, counseling, teaching, coaching, Student Affairs, or other related area.
* Advanced technical experience in word processing, spreadsheets, PowerPoint.
* Ability to multi-task and work cooperatively with others.
* Ability to facilitate competent public speaking.
* Knowledge of student development in higher education.
* Ability to lead students in developing education and personal goals.
* Knowledge of Texas A&M University’s history, mission, vision, values, and culture.
* Knowledge of the history and role of success coaching in higher education and at Texas A&M University.
* Knowledge of Texas A&M University policies, procedures, rules, and regulations relevant to success coaching.
* Knowledge of or experience with FERPA.
* Knowledge of the characteristics, needs, and experiences of emerging student populations.
* Knowledge of how welcoming environments are created and maintained in success coaching interactions for emerging student populations.
* Knowledge of resources and effective, appropriate responses to address the well-being of students.
* Ability to use Information technology applicable to relevant success coaching roles.
* Knowledge of training methods and techniques for planning, designing, developing and delivering success coaching content that is engaging, effective, relevant, and applicable to achieve desired learning outcomes.

**Required Special Knowledge, Skills, and Abilities:**

* Technical experience in word processing, spreadsheets, PowerPoint.
* Ability to multi-task and work cooperatively with others.

**Proficiency level: Competent/Proficient/Expert**

(Using the novice to expert model (i.e., novice, advanced beginner, competent, proficient, expert):

Displays proficiency level of **Competent** in the following Success Coaching skills:

* Coaching and mentoring of specified success coaching staff within the program area.
* Conducting research and developing and delivering training.
* Supervising student employees to assist with administrative coaching duties and programming.

Displays proficiency level of **Proficient** in the following success coaching skills:

* Articulating a personal philosophy of success coaching in alignment with ASC models, strategies, and approaches.
* Creating rapport and building success coaching relationships.
* Discussing and referring students to appropriate campus resources for advising, mental health and general support issues.
* Promoting student understanding of the purpose and underlying rationale of success coaching to set expectations for student success.
* Identifying high-risk indicators to ensure student success.
* Evaluating the impact of success coaching on student learning outcomes through data analysis.
* Using appropriate success coaching technologies for student success, retention events and workshop events.
* Engaging in ongoing assessment and development of self and the coaching practice.
* Planning and/or delivering various department related student success, retention events and workshop events.

Displays proficiency level of **Expert** in the following success coaching skills:

* Coaching and mentoring all success coaching staff within the program area.
* Conducting research and developing and delivering training.
* Creating rapport and building success coaching relationships, to include: Guiding, coaching, and/or mentoring students.
* Communicating in a respectful, and confidential manner using various communication approaches and modalities.
* Planning and conducting coaching interactions to achieve student learning and student success outcomes.
* Operating within your scope of authority, and connecting students to support resources.
* Demonstrating high ethical standards in success coaching.
* Facilitating problem-solving, decision-making, and meaning making for students through the success coaching process.
* Facilitating planning and goal setting, both short-term and long-term, to achieve individual learning targets and enable future readiness for students through the success coaching process.

**Additional Information**

**Machines or equipment used in the performance of essential duties:**

* Computer: 25 hrs.
* Telephone: 5 hrs.

**Physical Requirements:**

* None

**Other Requirements or Other Factors:**

* Occasional evening/weekend work will be required.
* Attends meetings and conferences concerning students and with student groups at times beyond usual working hours.
* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements