



**Office of
Student Financial Aid**
UNIVERSITY OF WISCONSIN-MADISON

Student Success Coach

Department Overview:

The Office of Student Financial Aid assists students making college affordable through federal, state, and institutional funding. Our office strives to provide a seamless enrollment experience for students and their families which supports the recruitment, retention, and on-time graduation of students.

Our Success Services aim to support students' experiences so they can achieve their own journey of success. We offer Success Coaching, Basic Needs support, mentorship, and skill development through a Be Engaged Workshop Series. Learn a bit more about Success Services here: <https://financialaid.wisc.edu/success>

Qualifications:

- Currently enrolled UW-Madison graduate student
- A willingness to create and promote an inclusive and open working environment

Job Duties & Responsibilities:

- Meeting regularly and developing coaching relationships with UW-Madison Students
- Developing and facilitating Be Engaged Workshops
- Establishing partnerships across campus to create a strong network for the Success Services
- Collaborating with the Student Experience Manager and fellow Student Success Coaches to develop a framework for ongoing mentorship to best support students
- Creating and implementing a documentation and tracking system for ongoing meetings with students
- Participating in Success Services Outreach events and programs to promote the resources and recruiting students to participate in services provided
- Discovering and documenting other mentoring opportunities available to students on campus
- Assisting in preparing training materials for future Student Success Coaches
- Meeting regularly with Student Experience Manager and meeting regularly with Student Success Coaching Team
- Supporting the Office of Student Financial Aid Outreach efforts as needed

Knowledge, Skills, & Abilities:

- Ability to create connections
- Gain and share knowledge about campus and community resources
- Ability to effectively communicate and create relationships with students, professional staff, and campus partners
- Willingness to challenge and support students for the purpose of their own on-going personal and professional development
- Enjoys working with a diverse clientele; with special consideration to varying socio-economic statuses
- Strong ability to problem-solve, think creatively, and be resourceful
- Ability to prioritize and manage competing priorities, while maintaining an attention to detail
- Strong administrative skills and an ability to document conversations that require confidentiality
- Reliability and adaptability

Anticipated Schedule:

Be available for shifts varying between 7:45 am - 4:30 pm Monday through Friday. Some hours might be outside of normal business hours.

Anticipated Hours:

Be available for 18-20 hours/week for shifts varying in time.

Compensation:

\$16.00/hour

Supervisor:

Kasie Strahl