



College Success Advisor

Overview:

The primary responsibility of the College **Success** Advisor **in the Massachusetts region** is to support a caseload of approximately 85 college students at 2 to 3 college campuses. The College Success Advisor provides one-on-one academic, financial, personal, and career guidance, and tracks and records student progress in our database using both quantitative and qualitative data.

Primary Responsibilities

Direct Student Support – 70%

- Follow Bottom Line’s structured curriculum (DEAL), which supports students in four areas: Degree, Employability, Affordability, and Life Skills, to help students progress towards specific goals/milestones
 - Coach students toward reaching DEAL Milestones, including, but not limited to: “Enroll in fall classes,” “Create a professional resume,” “Complete financial aid applications”
 - Conduct and document end-of-semester assessments for each student (twice annually)
 - Based on these assessments, create service plans for each student
- Maintain ongoing communication with all students on caseload
 - Lead 45-minute meetings for 18 - 21 students per week on campus
 - Meet with incoming first year students over the summer to ensure a smooth transition to their new campus
 - Send messages of encouragement, congratulatory cards, care packages, etc.
 - Respond to all student text/calls/emails within 2 business days
- Guide students through financial aid renewal process by appropriate deadlines
- Support students with career exploration, career planning, and career development
 - Research relevant career information and resources to send to students
 - Identify students for specific Bottom Line partner internships and opportunities, and support students through the application process for these opportunities
 - Connect students with Bottom Line job coaching volunteers (“Go Far Volunteers”)
- Help students resolve general obstacles that come up throughout the school year by coaching them on self-advocacy and resourcefulness skills, and communicating with school offices to advocate for students

Caseload & Data Management – 15%

- Track and record student progress, using both quantitative and qualitative measures



- Enter data into the database within 3 business days of a student interaction or status change
- Enter assessments and service plans twice annually
- Maintain accurate student contact information in the student database
- Enter and update data for students applying to Bottom Line and/or transitioning into the Success Program
- Manage a caseload of approximately 85 college students, including, but not limited to:
 - Schedule all student meetings on a weekly, or as needed, basis
 - Manage time and calendar to meet minimum meeting standards as outlined by KPIs
 - Support students who have become unenrolled or who have transferred out of a Bottom Line Success school

Secondary Responsibilities

Program Support – 10%

- Support programming connected to the following areas:
 - Transition workshops and events for graduating high school seniors
 - Relationship-building with college and university partners
 - On-campus event planning for students
 - Resource development (including college-specific information) and curriculum planning
 - Recruitment of students directly into the Success Program

Organizational Support – 5%

- Support the Massachusetts Development team by attending events, networking with guests / supporters, and providing event logistics as needed
- Represent the Bottom Line brand in a positive light, and take actions to increase brand awareness throughout the community

Duties, responsibilities and activities may change at any time with or without advanced notice.

Education, Experience, & Qualifications:

Required:

- Bachelor's degree and work authorization
- 1 – 2 years of related work experience
- Experience developing trusting relationships with students, and coaching them toward goals
- Demonstrated commitment to Bottom Line's Mission, Vision, and Core Values
- Demonstrated proficiency and/or growth potential in Bottom Line's core competencies: Relationships, Results, Communication, Inclusiveness, Talent Development, Agility, and Planning
- The ability to make a minimum of a two-year commitment



Preferred:

- Fluency in language other than English a plus
- Valid driver's license and access to a car strongly preferred

Competencies:

All employees are expected to demonstrate continued growth within our seven core competencies.

Competencies provide Bottom Line with a way to define, in behavioral terms, what it is that people need to do to produce the results that the organization desires, in a way that is in keeping with its culture. Bottom Line defines a competency as a cluster of related knowledge, skills and attitudes that affects a major part of one's job that correlates with performance on the job, that can be measured against well-accepted standards, and that can be improved via training and development.

- Relationships
 - Identifies opportunities and takes action to build and maintain meaningful and collaborative connections with various stakeholders
- Results
 - Produces quality outcomes; compiles and analyzes data to drive future plans; uses creative solutions
- Communication
 - Effectively articulates information in a clear, concise and timely manner to a wide range of stakeholders
- Inclusiveness
 - Creates and maintains an environment that respects and values the identities and cultures of all colleagues and students we serve
- Talent Development
 - Effectively assesses one's own, and others', strengths and areas for improvement
- Agility
 - Demonstrates adaptability and openness to shifting priorities, needs of stakeholders, and organizational changes
- Planning
 - Effectively and efficiently uses resources in order to create, meet, and assess both strategic and task-oriented goals