

Success Coach, City College for Municipal Employment
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=255734>

Downloaded On: Jun. 19, 2025 6:10am

Posted Apr. 15, 2025, set to expire Aug. 13, 2025

Job Title Success Coach, City College for Municipal Employment
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Apr. 15, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other
Administration - Student Affairs

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Job Description

Posting Details

Position Information

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Requisition Number: SCA00831

General Description

The City College for Municipal Employment is a strategic community and workforce initiative in partnership with the City of Philadelphia, Philadelphia Works, and the School District of Philadelphia that prepares Philadelphia residents for municipal jobs. The Success Coach serves as a primary point of contact for students enrolled in the City College Academy. The Success Coach will provide a broad range of supportive services including, but not limited to, on-going case management of an assigned caseload of students, academic and workforce coaching; facilitating connections to academic, social-emotional, basic needs, and transfer and career resources and activities in a concerted effort to best facilitate successful workforce pathway training completion, readiness for municipal employment, and professional success.

#ID23

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

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- Proactively provide targeted and individualized case management and support services to students enrolled in the City College Academy.
- Create individualized success plans (ISP) with and for each student on assigned caseload.
- Actively monitor and analyze data pertaining to students assigned to triage, prioritize, and inform outreach frequency and strategies.
- Document and collect data on students' progress and level of participation in required programming toward meeting benchmarks.
- Assess the students' need for services, resources, and supports, coordinate the connection to relevant departments, follow up and monitor connections to ensure barrier mitigation and removal.
- Facilitate and track the distribution of incentives for students on assigned caseload for data collection, reporting and budget purposes.
- Develop, coordinate, & facilitate regularly scheduled workshops for students that support academics, personal development, and workforce pathways.
- Actively participate in the City College Academy's cross-functional team(s) focusing on recruitment, retention, and overall student success.
- Actively participate in Student Assistance Team (SAT) meetings with City College Academy staff to regularly review student progress and identify and address the mitigation and removal of barriers impacting access, retention, completion, and successful transition into employment.
- Work with Success Navigators and other City College Academy staff on the planning, coordination, and facilitation of the application, intake, onboarding, bridging, and workforce placement transition efforts and events, including onboarding and orientation events, work-based experiences, graduation, etc.
- Develop and regularly disseminate engagement and status reports for assigned students.
- Provide transitional support to students that "stop out" of the City College Academy, including identification of alternative employment options and referral services.
- Work with other City College Academy staff to provide transitional support to graduates in need of work-based experiences.
- Collaborate with City College Academy staff and relevant College departments to develop and implement programming and policies leading to student participation, completion and workforce transition outcomes.
- Participate in professional development activities.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Deliver quality customer service to both internal and external constituents in a professional, helpful and courteous manner.

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- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Perform other duties as assigned.

Minimum Qualifications

- Bachelor's degree in education, workforce, social services or related field required. Any and all degrees must be from a recognized accredited institution.
- Two (2) years direct experience working in an education, workforce or social service environment along with experience working with culturally diverse populations required.
- Experience working with individual caseloads of students/clients providing case management required.
- Proficiency with Microsoft Office applications including Word and Excel required.
- Demonstrated competency in organizing data, maintaining files, and preparing reports required.
- Previous experience in creating and facilitating quality workshops and presentations for groups required.
- Excellent interpersonal, verbal and written communication skills to effectively interact with individuals from diverse backgrounds required.
- Exceptional organization and planning skills required.
- Ability to work in a team environment and collaborate with others required.

Preferred Qualifications

- Master's degree preferred.
- Experience working in a higher education setting preferred.
- Experience working in-person and remotely to engage students and accomplish tasks preferred.
- Familiarity with integrated management software such as Banner, Starfish, as well as social media platforms preferred.
- Previous experience in the development and implementation of student programming leading to increased student access, retention and completion preferred.

Work Location: Main Campus, NERC, CATC, NWRC

Benefits Summary

Benefits:

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"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 1

Min Salary/Hourly Rate: \$41,208

Max Salary/Hourly Rate: \$55,000

Job Posting Open Date: 04/07/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.

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- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree

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- Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have two (2) years direct experience working in an education or social service environment along with experience working with culturally diverse populations?
- Yes
 - No
5. * Do you have experience working with individual caseloads of students/clients providing intensive case management?
- Yes
 - No
6. * Do you have previous work experience in higher education?
- Yes
 - No
7. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
- Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

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1. References

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Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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