

CTE Support Coach, Student Success and Retention
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=264129>

Downloaded On: Oct. 20, 2025 6:48pm

Posted Oct. 20, 2025, set to expire Feb. 15, 2026

Job Title	CTE Support Coach, Student Success and Retention
Department	All Jobs
Institution	Community College of Philadelphia Philadelphia, Pennsylvania
Date Posted	Oct. 20, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Student Affairs Administration - Other
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Job Description	

Posting Details

Position Information

Position Title: CTE Support Coach, Student Success and Retention

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Requisition Number: SCA00864

General Description

Reporting to the Director of Student Success and Retention, the SSR Career and Technical Education (CTE) Support Coach will provide direct service to students enrolled in career and technical programs and will develop and implement interventions for students to support them in course and program completion. This position will collaborate with other CTE Support Coaches to ensure that services are consistent for all CTE students.

The Support Coach is a grant-funded position. Continued employment is contingent on the availability of those funds.

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 chance 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

- Perform outreach to Career and Technical (CTE) students via the College's academic early alert

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system (Starfish) to provide students with direct support services through course completion.

- Acquire and maintain an understanding of CTE programs at the College.
- Collaborate with other College CTE Support coaches to maintain consistency in services to CTE students.
- Develop and use effective intervention strategies with students.
- Assist students in creating plans for addressing academic concerns that may jeopardize successful course completion.
- Document outreach and outcomes in Starfish and refer students to campus resources when appropriate.
- Connect and communicate with faculty, program coordinators, advisors, counselors, and other administrators to best support at-risk students.
- Work with academic advisors and counselors to continue the implementation of a degree planning tool designed to provide students with a semester-by-semester plan for course enrollment.
- Analyze data with a focus on the relationship between the use of Starfish and student outcomes.
- Draw conclusions and make recommendations based on data analyses.
- Create reports and presentations to communicate data analyses results to the College community.
- Ensure confidentiality of students' records and information.
- 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
- Perform other CTE-related duties as assigned per Perkins guidelines.

Minimum Qualifications

- Bachelor's degree or higher. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- At least one (1) year of related work experience within higher education required.
- Strong organizational and time management skills with exceptional attention to detail required.
- Experience successfully working independently as well as part of a team with a collaborative approach to problem solving required.
- Ability to work in a fast-paced, collaborative environment required.
- Demonstrated ability to 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 by effectively using cross-cultural skills and abilities required.
- Demonstrated ability to provide excellent customer service required.

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- Demonstrated ability to assess student populations in order to develop effective intervention strategies required.
- Proficiency using MS Word and Excel required.
- Ability to conduct webinars, presentations, live chat, teleconferencing, online calendars and email/text/phone campaigns is required.
- Outstanding written, verbal, and interpersonal communication skills required.
- Awareness of FERPA and ethical principles in working with students required.
- Ability to 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 required.
- Must be available to work evenings and weekends based on business needs and to serve working adults. Must have the ability to travel between campuses and for events, as needed.

Preferred Qualifications

- Experience working in a higher education setting with undergraduates in a recruitment/outreach, admissions, financial aid, and/or student success related capacity preferred.
- Proficiency using an enterprise-wide system (i.e. Ellucian Banner) and CRM preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

“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

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- 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

Max Salary/Hourly Rate: \$5,0000

Job Posting Open Date: 10/16/2025

Type of Position: Administrator - Temp

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.
- 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 (*).

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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
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have at least one (1) year of related work experience within higher education?
 - Yes
 - No
5. * Do you have experience working in a higher education setting with undergraduates in a recruitment/outreach, admissions, financial aid, and/or student success related capacity?
 - Yes
 - No

Documents Needed to Apply

Required Documents

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1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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PI278928139

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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