

GP Success Coach Desirable Qualifications, Skills and Tasks

1. Familiarity with LMC Guided Pathways and Strategic Enrollment Management initiatives.
 - a. Familiarity with Student Services (A/R, Counseling, Financial Aid, etc.) , programs (EOPS, CARE, CalWORKs, Puente, Umoja, Honors, etc.) and resources (CORE/Tutoring, Math Lab, Library, etc.) to assist incoming students with providing them with the general information and/or introduction and requirements to each of the programs available to students.
 - b. Preparing and connecting our incoming students with these areas/departments along with a warm hand-off.
2. Technology skills such and familiarity with customer relation management (CRM) and enrollment tools such as LMC Connect/Starfish, Salesforce, SarsGrid, InSite Portal SQL Reports, Tableau, Colleague, Banner or similar.
 - a. Familiarity with SarsGrid in order to review and create counselor(s) upcoming schedule of appointments/workshops along with scheduling student appointments
 - b. LMC Connect/Starfish – Updating/data entry for student records with all counseling appointments/workshops, along with all communications to students (phone calls that took place, emails that have been sent and any other communications with students so that the Success Team can see where the last person left off)
 - c. Familiarity with running SQL Reports through our InSite Portal along with gathering data from Tableau
 - i. Gathering contact information based on student ID#
 - ii. Running reports for specific units to gather targeted outreach
 - iii. Familiarity within the Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) for communications, reports and workshops
3. Ability to interpret data and data sets.
 - a. Gather Low-Enrollment Course Report from Office of Instruction to create targeted outreach to current pathway students based on the class(es) available and the students Ed Plan
4. Self-motivated
5. Ability to work in teams and cross functionally.
 - a. Attend weekly departmental meetings with program faculty and leads to assist with upcoming events/projects and communicate with the targeted audience
 - b. Create and maintain exceptional relationships across campus with multiple student service departments and programs
6. Background in Student Services within the community college system.
 - a. Basic knowledge of the application and enrollment process “Steps to getting started at LMC”
 - i. How to submit the CCCApply Application for LMC

- ii. Confirm application status within Colleague along with registration dates/times
 - iii. Knowledge of process/uploading required COVID-19 vaccination documentation
 - iv. Knowledge on how to navigate College Class Schedule along with viewing class capacity and waitlist to assist students with enrollment process
 - v. Knowledge of online registration process through InSite Portal
- 7. Outstanding written, verbal skills and customer service skills.
 - 8. Detailed oriented and critical thinker
 - 9. Being reliable, responsible, dependable and fulfilling obligations
 - 10. Designing training/informational workshops
 - 11. Attended Data Coach training