



***Student Staff Position:***  
**College & Career Success Coach – High School**  
**Job Description**

Up to 20 hours per week  
\$15.00/hr.

**Background:**

The California Student Opportunity and Access Program (Cal-SOAP) is a post-secondary information, academic enrichment, and outreach program with the goal of increasing the accessibility of post-secondary educational opportunities for low-income and underrepresented middle, high school, and college students.

**Job Description:**

Under the guidance of the Cal-SOAP Program Director and the Event Technician, Cal-SOAP College & Career Success Coaches promote post-secondary success in local students. Success Coaches placed at high schools work closely with school counselors to increase FAFSA/CADAA completion rates and college going rates by assisting with events, providing college advising, supporting students and families through the financial aid and college application process, promoting a school-wide college going culture, and creating summer bridge programming to prevent summer-melt.

**Duties:**

The Success Coaches may perform any combination of the following duties:

- Organize and staff FSA ID and Cash for College workshops and schedule one-on-one follow-up sessions with students and families to assist them in completing their FAFSA/CADAA
- Analyze reports to identify students that require extra assistance with the financial aid application process
- Follow up with students to ensure they complete the four steps of the financial aid process: submission, completion, understanding their award letters, and accepting their financial aid and manage a caseload of students that need ongoing support
- Help students set up and learn to navigate their WebGrants for Students portal
- Ensure seniors are aware of and meeting deadlines for college admissions and scholarships
- Organize activities to promote a school-wide college going culture
- Compile and update web-based list of resources for students and families
- Assist with marketing, messaging, and incentives for financial aid, advising, and events
- Call students and families during summer to assess progress towards fall college enrollment
- Update event contact spreadsheets and enter into online database
- Call schools to gather information for various lists
- Table, present, or assist at events and fairs
- Aggregate surveys post event and edit and update documents as needed
- Create and collate packets for events
- Make appropriate referrals
- Perform related duties as required

**Expectations:**

- Participate in professional development trainings (See Program Calendar)
- Check email daily and promptly respond to Cal-SOAP Technician's requests for communication
- Attend weekly check-ins with Cal-SOAP Technician and monthly team meetings
- Plan and staff college & career events, if schedule allows
- Be a proactive, positive, cooperative, and productive team member
- Exhibit a dependable and consistent work ethic

**Qualifications:**

- Be enrolled at least half time in a college or other post-secondary school as an undergraduate or graduate student (half time is 6 units for undergraduate and 3 units for graduate, per semester.)
- Have financial need as determined by the Free Application for Federal Student Aid (FAFSA) form: Expected Family Contribution (EFC) must be less than Cost of Attendance
- Strong communication skills both verbal and written
- Be comfortable presenting in front of small and large audiences
- Ability and desire to be a positive role model and to demonstrate sensitivity when working with diverse student populations
- Strong organizational skills and demonstrated ability to handle multiple tasks under pressure.
- Should be able to manage time effectively, prioritize tasks, and meet tight and frequent deadlines
- High degree of initiative and ability to work without constant supervision is required
- Excellent oral/written communication skills. Social media communication skills are highly preferred
- Must be able to accept constructive feedback, prioritize workload, be professional and interact positively with others
- Possess a friendly and outgoing personality, and demonstrate the ability to work with diverse student populations
- Have skills in Microsoft Office programs (Word, Excel, PowerPoint, Publisher)
- Preferred: Ability to assist with events in the evenings and on Fridays 9:30 am- 1:30 pm
- Preferred: Knowledge of post-secondary educational and financial aid options

**Submit Application, Unofficial Transcript, Current School Schedule, Copy of your most current Student Aid Report (SAR), Resume (optional) to [calsoap@hcoe.org](mailto:calsoap@hcoe.org)**

**For questions contact Rachel Perry at 707-445-7762 or [rperry@hcoe.org](mailto:rperry@hcoe.org)**

*Note: Applications are available at Humboldt State University Career Center/Handshake, College of the Redwoods Career Center, or <https://hcoe.org/cal-soap/tutoring/>*