



Job Description

Job Title: tnAchieves Complete Coach

SUMMARY OF POSITION:

Serves as one of five Knox County coaches for tnAchieves, a scholarship and mentoring program that works with students, parents, mentors, counselors and various community and technical college representatives. Coordinates all efforts in assigned region related to college access and retention, including student and mentor recruitment. Communicates directly with students and parents to ensure a successful transition from high school to college. Handles logistics for student meetings as well as FAFSA days. Coaches are responsible for creating a communication model for college students that increases student retention for the most at-risk student population. tnAchieves serves as the partnering organization to Tennessee Promise in 90 counties. This position will be located in Knoxville, TN.

JOB RESPONSIBILITIES:

- Maintain databases relevant to region
- Communicate with students and parents
- Prepare student meeting packets
- Conduct student meetings at high schools
- Attend FAFSA days
- Provide accurate reporting of metrics
- Serve as public advocate for program and raise awareness with community at large
- Process confidential and non-routine information
- Assist with mentor recruiting and trainings
- Create communication model for college students
- Track communication with college students in database
- Assist with planning and administering TN Promise Summer Bridge Programs

SPECIFICATIONS:

- Bachelor's degree required
- Previous non-profit, higher education or volunteer coordination experience preferred
- Excellent interpersonal, organizational and communication skills (written and verbal)
- Working knowledge of Microsoft Outlook, Word, Excel and PowerPoint
- Knowledge of higher education and barriers to higher education for underserved populations
- Comprehension of financial aid processes
- Ability to cultivate relationships

- Ability to problem solve
- Willingness to travel across the state when necessary

ACCOUNTABILITIES:

- Number of applicants/percentage from high school
- Percentage of target students (first generation and low income)
- Number of applicants who FAFSA file
- Percentage of applicants who enter college (both community college and other)
- Percentage of students completing community service requirements
- Percentage of students persisting and graduating

COMPENSATION:

Salary ranges \$32,000-35,000 based on experience.

If you are interested in this position, please send your resume and cover letter to maegan@tnachieves.org.