



Title: Success Coach/Disability Support Services
Campus: Crystal City, Pearsall & SWTX Service Area

Job ID: 262701710107
Closing Date: September 14, 2026

Job Summary: Provides support services to students to promote personal growth, academic, career planning and decision-making. Assist students in developing personal career pathways in order to achieve successful transitions to post-secondary education, training and/or employment. Track student achievement in meeting goals. Is responsible for the oversight and implementation of Disability Support Services to all students at the Pearsall campus including area high schools. Services as a resource for faculty and staff regarding disability issues and collaborates with the college community to address educational, attitudinal, physical barriers, compliance obligations and other issues. Responds to inquiries from potential participants, faculty, and staff regarding the disability support services. Maintains documentation and records of communications with students via AIM. Must possess strong problem solving, leadership, organization skills and oral/written communication skills. Contributes to the overall success of students, the Department of Student Success Services, and the College.

Responsible for providing academic and career guidance, consultation, and expertise to students related to the SWTX Guided and Career Pathways program. Assists students with the exploration of career pathways and/or transfer information by assessing their academic needs and career goals as students navigate their academic curriculum through Student Planning. Adheres to SWTX's policies and procedures for admissions, enrollment, and completion of a degree pathway. Participates in professional activities, including SWTX guided pathways trainings and other professional organizations, which encourages continuous professional growth and development as a Success Coach.

Acts as case manager and takes a holistic approach to assisting students from enrollment to completion/graduation; discuss academic planning utilizing and interpreting available data to provide direction related to registration and/or internal/external resources to assist with barriers to their educational/career goals and promote student retention. Evaluates and interprets high school/college transcripts and test scores for the purpose of course placement, by performing records management review to include degree/certificate audits, transfer equivalencies and course substitutions as approved by the academic department. Responsible for implementing, documenting and tracking Student Success initiatives.

Works collaboratively, as part of a cross-functional team of faculty, staff and administrators, within the students chosen career pathway, to monitor student's progress through success coach mechanisms to include early alert and success interventions. Discusses career assessment inventories, occupational data, and course requirements with students to assist in determining vocational and educational objectives to better prepare them for success in a rapidly changing global environment.

Follows up and maintains constant interaction with each student in assigned caseload to identify and resolve any barriers to success. Provides information/referrals to available internal/external support services. Collaborates in onboarding and training of advising programs; may assist in the training of new employees.

Clearly communicates information and processes to a variety of audience, using multiple forms such as email, webinars, video, social media, presentations, etc. Utilizes Pathway Onboarding guides and training to provide effective career coaching. Supports supervisor in daily duties, i.e., management of projects and/or initiatives. Values diversity, inclusion and student equity and provides a high level of outstanding customer service.

Determines appropriate accommodations and support services for students with disabilities by conducting intake interviews and analyzing medical and/or psychological documentation. Responds to requests for information about Disability Support Services from enrolled students, faculty and potential students. Refers students to local, state, and federal entities which serve students with disabilities. Coordinates requests for diagnostic testing with Texas Workforce Solutions Vocational Rehabilitation Services (formally known as DARS). Maintains and secures all confidential records regarding students registered with disability offices.



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Classification: Full-time, Exempt

Department: Student Success Services

Salary: Professional II; Twelve-month position

Other Benefits: Benefits package available (Health/Life insurance, retirement plan, sick/personal leave, holidays, waived tuition for eligible employees and dependents).

QUALIFICATIONS

Education: Bachelor's degree or a combination of relevant experience in education.

Experience & Training: Experience in provision of services to individuals with disabilities. Demonstrated knowledge of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, the Family Educational Rights and Privacy Act (FERPA) and other appropriate laws pertaining to higher education and disabilities. Working knowledge of assistive technology and its implementation pertaining to higher education and disabilities. Experience working in a tutoring and advising program. Experience working in Student Affairs/Disability Services and with economically, educationally and socially underrepresented populations.

Additional Qualification Requirements: Ability and skill to manage a high volume of work are necessary. Must enjoy meeting the public and assisting students. Bilingual (English/Spanish). Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, the essential functions of the job. Experience in working with diverse populations. Candidate must be authorized to work in the U.S. and must provide verifiable credentials; successful completion of background and reference check specified for the position. Must have a valid Driver's License and be insurable through SWTX insurers. Travel required to other geographic locations served by the college.