



COMPANY: ReUp Education

POSITION: Success Coach

THE PROBLEM: 40% OF COLLEGE STUDENTS IN THE UNITED STATES DROP OUT

That's more than 36 million Americans who were on the path to a degree but couldn't finish. Many dropouts are the first in their family to go to college, and all face a myriad of financial, social, and academic challenges that keep them from finishing. These students are often forced to take jobs that don't pay as well, don't ignite their passion, and don't let them reach their potential. Even worse, they leave college with mountains of debt just like graduates and without the earning power of a diploma.

THE SOLUTION

Imagine if we could clear the path for them to go back to school, complete their remaining credits, and graduate. That's what we do at ReUp. Addressing the fact that over 89% of dropouts report they've thought about re-enrolling, ReUp uses proprietary technology to locate these students and gives them the resources to get back in school. After re-enrollment, ReUp provides ongoing support to every student through a blend of technology-driven tools and human coaches to help identify the right courses, map out a prudent financial plan, develop a peer support network, and stay on track through graduation.

THAT'S WHERE YOU COME IN

ReUp coaches drive our organization. Coaches work individually with students at a partner universities, engaging in weekly conversations and helping them manage the resources provided by ReUp. They build strong relationships and help students develop a plan that connects their goals for the future with their daily academic requirements. Just as importantly, coaches inspire determination, confidence, and success.

KEY ATTRIBUTES INCLUDE:

- + **COMMUNICATION.** You can connect with students, inspire them to return to school, and establish strong relationships as you guide them through challenging situations. You are able to do this via video, phone calls, email, and text. You are also able to work effectively with university administrators and ReUp staff. You are an active and valuable participant in meetings and training sessions. You can give and receive constructive feedback.
- + **PROBLEM SOLVING.** You can help students tackle the myriad of challenges, large and small, that arise from the time of enrollment through graduation. You utilize data and understand individual student stories in order to identify and address problems, often before they occur. You can help them figure out how to budget for the week or the semester or craft a study plan.

+ **ORGANIZATION.** You are able to effectively document student progress and share it with ReUp staff. You help students build specific plans to overcome obstacles and achieve their goals. You will utilize Microsoft Office, Google Docs, Google Sheets, and Google Calendar to fully capture and organize student data. Attention to detail is one of your fundamental skills.

+ **PASSION.** You wake up every day excited to help your students realize their goals. You are persistent in finding students willing and able to re-enroll and are available when they need your help. You bring energy to your meetings with students, celebrating their successes and helping them come back from disappointments. You care about ReUp's mission and are committed to helping us open new worlds of opportunity to our students.

OTHER NECESSITIES

- + Bachelor's degree
- + Minimum 1 year of phone-based development experience or 3 non-personal references.
- + Proficiency with Microsoft Office suite and Google Docs.

APPLICATION PROCESS

Submit your resume and cover letter to careers@reupeducation.com

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