



Job Title: Duncan Scholars Completion Coordinator

Job Type: Full-Time; Non-Exempt

Reports To: Duncan Scholars Director

Purpose:

Duncan Scholars (formerly known as The MAC College Money Program - program of Waco Foundation) provides advising, support services and financial assistance to students selected into the program. The Duncan Scholars Director provides strategic leadership and oversight of the program.

The Completion Coordinator serves as the primary advisor for Duncan Scholars beginning in the transfer process and continuing through completion of a bachelor's degree. This role is responsible for leading college students through the transfer process to a four-year university or professional program, supporting student persistence and ensuring timely graduation.

This role also supports students in preparing for post-graduation success, including workforce readiness, initial career placement and early career outcome tracking.

Nature of Work:

The Duncan Scholars Completion Coordinator ("the Coordinator") manages students from the transfer process and through university completion. This role requires strong problem-solving skills, attention to academic progress, milestone tracking and the ability to guide students through complex academic, financial, and personal challenges.

This role operates within a cohort-based advising model in which the Completion Coordinator assumes ownership of students during the transfer phase and maintains that ownership through graduation and initial post-graduation transition. The Coordinator works directly with students and families and must be able to manage a high volume of communication and competing priorities with accuracy and professionalism.

Essential Duties: The Coordinator's work responsibilities will include, but are not limited to, the following:

Transfer & Transition Leadership

- Serve as primary advisor for MCC students entering the transfer process and university students.
- Lead and manage the transfer process, including university applications, admissions requirements, scholarship coordination, and enrollment.

- Ensure students are academically, financially, and administratively prepared for transfer.
- Receive students from the Pipeline Coordinator at the start of the transfer phase and assume full ownership of transfer planning and execution.
- Coordinate directly with university partners to support successful admission and enrollment.

Persistence & Degree Completion

- Provide one-on-one and group advising focused on persistence and timely degree completion.
- Monitor key milestones including enrollment status, GPA, credit completion and graduation timelines.
- Develop and track individualized graduation plans to ensure students remain on track.
- Identify barriers impacting persistence and provide timely, targeted support and connection to resources.
- Support students experiencing academic difficulty by developing success plans and coordinating with university support services.
- Escalate high-risk or complex student situations to the Director as appropriate

Workforce Preparation & Alumni Transition

- Provide guidance and support for post-graduation success, including resume development, job search strategies and connection to career resources.
- Support students in securing employment or post-graduate opportunities aligned with their academic and career goals.
- Track post-graduation outcomes, including employment status, initial salary/income and career placement.
- Maintain accurate records of post-graduation outcomes in the CRM system and contribute to program reporting and evaluation.
- Support students in transitioning from program participant to alumni status, ensuring accurate documentation of post-graduation plans and outcomes.

Data Tracking & Program Support

- Maintain consistent communication with students through phone, text, email and virtual platforms.
- Document all student interactions and progress in the CRM system.
- Compile and analyze student and post-graduation data to inform program evaluation and continuous improvement.
- Stay informed on university policies, financial aid regulations and workforce trends impacting students.
- Participate in professional development related to college persistence, transfer and career readiness.

Collaboration & Community Engagement

- Collaborate with the Duncan Scholars team, including the Director, Pipeline Coordinator and interns, to support program goals and strategic priorities by providing student services, coordinating key deadlines, and ensuring timely completion of transfer, enrollment and degree completion milestones.
- Maintain relationships with university partners, advisors, financial aid offices and career services departments.

- Represent Duncan Scholars at university meetings, events and collaborative initiatives.
- Assist in the development, coordination and management of Duncan Scholars' social media presence by contributing content that highlights student success, transfer, and graduation milestones and supports engagement with current scholars and alumni.

Other Responsibilities

- Support other functions related to Foundation work and responsibilities required to maintain a professional office environment.
- Support Foundation operations and team-based responsibilities.
- Assist with meetings, planning, and preparation.
- Support document and communication material preparation.
- Maintain accurate student records and reporting systems.
- Support Foundation events and program activities.
- Perform other duties as assigned.

Qualifications

- Bachelor's degree required; experience in higher education advising, transfer support or student success preferred.
- Minimum of 3–5 years of relevant experience working with college students or in a student support role.
- Strong knowledge of transfer processes, university systems, degree planning, financial aid and student persistence strategies.
- Strong organizational, project management and problem-solving skills.
- Ability to manage complex student situations and competing priorities.
- Proficiency in CRM systems for tracking, reporting and case management (Salesforce preferred).
- Strong oral and written communication skills.
- Ability to build and maintain relationships with university partners and stakeholders.
- Ability to work independently and collaboratively in a team environment.
- Proficiency in Microsoft 365, Zoom, and related platforms.
- Valid Texas driver's license and ability to travel locally as needed.
- Demonstrated commitment to working with first-generation, low-income and underrepresented student populations.

Work Hours:

Monday through Friday 9:00 a.m. to 5:00 p.m. with a 30 minute lunch (37.50 hours per week).

Pay Rate: Commensurate with education and experience. The Foundation pays full health coverage for full-time employees. Employees are eligible for the Foundation's retirement program following the completion of one year of service and 1,000 hours worked.

Physical Characteristics: Strength, dexterity, coordination and vision to use a keyboard and also video display terminal on a daily basis for long hours during the day. Occasionally lifting of objects weighing up to 50 pounds and reaching for items above or below desk level. Physical

ability to frequently sit at a computer, stand and walk for extended periods of time, perform repetitive movements and work in confined areas.

THIS JOB DESCRIPTION PROVIDES A GENERAL DESCRIPTION OF THE DUTIES OF THE POSITION. IT IS NOT EXHAUSTIVE. FOUNDATION MANAGEMENT HAS THE SOLE DISCRETION TO MODIFY THESE DUTIES BASED ON ITS REASONABLE BUSINESS JUDGEMENT AND ECONOMIC FACTORS.

Interested candidates should email a cover letter and resume (in PDF format) with the subject line "Duncan Scholars Completion Coordinator" to: mmassey@wacofoundation.org.