



**Columbia College**  
Vancouver, Canada

Since 1936, Columbia College has offered quality educational programs, including a University Transfer Program fully integrated into the BC Transfer System, an Associate Degree Program certified by the Ministry of Advanced Education, a University Preparatory Program, and a High School Program certified by the Ministry of Education. Thousands of Canadian and international students have progressed through Columbia College's programs to Canadian universities or successful careers.

## **Student Success Coordinator**

### **SUMMARY:**

The Student Success Coordinator supports the development of a safe, respectful, equitable, and inclusive learning environment by coordinating processes related to student conduct, academic integrity, student appeals, and student success initiatives. Working collaboratively with students, faculty, and staff across the College, the Coordinator provides guidance on institutional policies and procedures while promoting restorative, educational, and student-centred approaches to resolving concerns.

The Coordinator serves as a key resource for students navigating academic and non-academic concerns, supports the administration of student conduct processes, coordinates educational programming on student rights and responsibilities, and assists with institutional compliance related to student policies. This position contributes to student retention, wellbeing, and success by promoting early intervention, facilitating access to appropriate supports, and fostering a culture of accountability, integrity, inclusion, and respect.

The roleholder will be required to work on campus from 9 am to 5 pm, Monday to Friday, with the possibility of one remote-working day at certain points in the term, to be negotiated.

### **WORKING HOURS:**

The roleholder will be required to work on campus from 9:00 am-5:00 pm, Monday to Friday, with the possibility for one remote-working day at certain points in the term to be negotiated.

### **DUTIES/RESPONSIBILITIES included, but not limited to:**

### **Student Conduct and Case Management**

- Coordinate the intake, documentation, and administration of student conduct matters in accordance with College policies and procedures.
- Gather and maintain confidential records related to reports of alleged student misconduct, academic integrity concerns, and behavioural incidents.
- Support the investigation and resolution of student conduct matters using educational, restorative, and student-centred approaches where appropriate.
- Coordinate administrative processes related to student discipline, academic integrity, grade appeals, probationary status, and student appeals.
- Prepare correspondence, case documentation, reports, and records while ensuring compliance with privacy legislation and institutional record management practices.
- Monitor student conduct trends and maintain accurate case records to support institutional reporting and continuous improvement.
- Maintain confidential databases and ensure accurate record keeping for student conduct and academic standing matters.

### **Student Support and Success**

- Provide students with information regarding College policies, procedures, and processes related to academic standing, student appeals, complaints, academic integrity, and student rights and responsibilities.
- Assist students with academic advising and in understanding available resources and facilitate referrals to counselling, financial aid, immigration advising, and community resources as appropriate.
- Support students on academic probation by monitoring educational recovery plans and encouraging engagement with academic and personal support services.
- Communicate with students returning from required withdrawal or approved leave to facilitate successful re-entry and connection to College resources.
- Respond to student inquiries professionally, respectfully, and promptly while exercising sound judgment in complex or sensitive situations.
- Promote student self-advocacy and informed decision-making while recognizing circumstances that require additional intervention or referral.

### **Education, Prevention, and Outreach**

- Coordinate educational programming that promotes academic integrity, respectful conduct, student rights and responsibilities, equity, inclusion, consent, and community standards.
- Develop workshops and educational resources related to student conduct processes, academic standing, appeals, and College policies.
- Participate in orientation, student success programming, health and wellness initiatives, and other institutional events.
- Collaborate with faculty and staff to promote awareness of College policies and encourage proactive approaches to student success.

- Assist with the review and maintenance of student-facing materials to ensure policies and procedures remain current and accessible.

### **Collaboration and Institutional Support**

- Work collaboratively with faculty, academic leaders, Student Services staff, and other internal partners to support student success.
- Participate on institutional committees and working groups related to student conduct, student wellbeing, equity, and policy development.
- Contribute to the review and continuous improvement of student policies, procedures, and administrative practices.
- Stay informed of emerging trends, legislation, and best practices in student affairs, student conduct, equity, accessibility, and student development.
- Perform other related duties as assigned.

## **QUALIFICATIONS**

### **Education**

- Bachelor's degree in Education, Social Sciences, Psychology, Counselling, Student Affairs, Public Administration, or a related discipline.

### **Knowledge & Experience**

- Three to five years of progressively responsible experience supporting students within a post-secondary environment.
- Experience administering student conduct, academic integrity, student appeals, behavioural intervention, or student case management.
- Experience interpreting and applying institutional policies, procedures, and legislation.
- Experience working with diverse student populations, including international students.
- Experience coordinating educational programming, workshops, or outreach initiatives.
- Experience maintaining confidential records and databases.
- Excellent interpersonal, conflict resolution, and relationship-building skills.
- Ability to exercise sound judgment, discretion, and confidentiality when dealing with sensitive matters.
- Strong organizational and project management skills with the ability to manage multiple priorities.
- Proficiency with Microsoft Office Suite and student information systems.
- Demonstrated commitment to providing inclusive, culturally responsive, and student-centred service.

### **Salary:**

Columbia College offers a competitive salary based on qualifications and experience. This position's starting full-time salary gross range is **64,841.95 - \$75,780.32**, subject to experience.

All Columbia College employees are covered by the Columbia College Employment Agreement, which includes full benefits, a generous RRSP plan, and vacation once confirmed.

**How to Apply:**

Please submit your application, including a cover letter and resume, through our portal <https://www.myavanti.ca/CareersAtColumbiaCollege/>

Please note that completing the entire profile is not required to upload the required resume and cover letter on the platform.

**Application Deadline: August 7, 2026**

At Columbia College, we foster a culture of equity, diversity, and inclusion. The College invites and encourages applications from all qualified individuals, including those traditionally underrepresented in employment, who may help further diversify our Institution.

We thank all applicants for their interest in the position; only those selected for an interview will be contacted.