



JOB DESCRIPTION

JOB TITLE

Online Learning Coach Coordinator

FTE/HOUR ALLOTMENT

1.0 FTE (40 hours per week)

REPORTING STRUCTURE

Reports to: Director of Online Learning

Supervises: Learning Coaches

MISSION ALIGNMENT

Our Mission: To grow environmentally literate, community-impacting learners of excellence.

Our Vision: CCS strives to be a school where students build meaningful connections with each other, the community, and the environment through exceptional and relevant learning experiences.

DEPARTMENT/PROGRAM

JOB SUMMARY/PURPOSE

The Online Learning Coach Coordinator plays a critical leadership role in the success of the online learning program by overseeing the systems, communication strategies, and day-to-day operations of the learning coach team. This position ensures consistent, high-quality student support by developing onboarding processes, coordinating team-wide communications, and guiding coaches in their collaboration with teachers and special education staff. The Coach Coordinator provides direction and troubleshooting support to coaches, assigns caseloads, and facilitates smooth onboarding for new students through the Intake Coach role. This leadership role is essential in advancing the school's mission by maintaining a high standard of support, accountability, and collaboration across the virtual learning environment.

STRATEGIC ALIGNMENT & EXPERIENCE IMPACT

This position supports our strategic directions and contributes to creating positive daily experiences by:

- **For Students:**
 - Ensuring systems are in place for consistent, high-quality coaching support that fosters student engagement, motivation, and academic success in an online environment.
 - Overseeing coach interventions and communication protocols to ensure timely progress monitoring, barrier identification, and appropriate referrals that promote holistic student growth.
- **For Staff & Community:**
 - Supervising and supporting the coaching team in building effective partnerships with teachers, special education staff, counselors, and administrators to deliver coordinated, student-centered support.
 - Establishing clear communication expectations and tools for coaches to use with families, ensuring consistency, transparency, and a strong school-to-home connection across the team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Provides leadership for the online coaching team** by developing systems, structures, and communication processes that ensure consistent, high-quality student support across all grade levels.
- **Oversees coach participation in the MTSS process**, including reviewing referrals, guiding implementation of interventions, and ensuring team representation and preparedness for weekly MTSS meetings.

- **Designs and manages the onboarding and orientation processes for new students and families**, including Intake Coach assignments, onboarding communications, and coach training on onboarding procedures.
- **Develops and maintains email templates**, communication workflows, and progress monitoring systems to support efficient and consistent outreach across the coaching team.
- **Synthesizes academic and engagement data from multiple platforms** and supports coaches in interpreting and using that data to identify at-risk students and inform targeted interventions.
- **Serves as the primary point of contact for troubleshooting coaching-related issues**, providing timely support through one-on-one consultations, team meetings, and just-in-time collaboration.
- **Provides direct support to a small caseload of students, typically no more than 20**, to ensure engagement, academic progress, and connection to appropriate school supports. Caseload size may fluctuate based on program needs, and the Coach Coordinator models best practices in virtual coaching while maintaining availability to fulfill leadership responsibilities.
- **Coordinates collaboration between coaches and teachers, counselors, and special education staff** to ensure unified support for student success and compliance with service plans (IEPs, 504s, etc.).
- **Guides and supports the coaching team in maintaining regular, effective communication with families**, including updates on academic progress, attendance, and school-wide initiatives.
- **Leads or co-leads professional development and training for new and existing coaches**, including building Canvas courses and offering individualized support as needed.
- **Assigns student caseloads strategically across the coaching team** and ensures equitable distribution and appropriate alignment with student needs.
- **Supports school-wide initiatives by coordinating coach contributions to programs** such as Environmental Education (MESS-E and Salt Watch), College/Career Readiness, and testing logistics.
- **Participates in leadership-level meetings**, contributes to strategic planning, and assists with additional school operations and initiatives that support student engagement and institutional effectiveness.

CORE VALUES DEMONSTRATED IN THIS ROLE

This position demonstrates our core values through:

- **Respect:** Fostering a culture of empathy and support across the coaching team by modeling respectful communication, honoring diverse family and student circumstances, and ensuring coaches create inclusive, welcoming virtual environments.
- **Excellence:** Upholding high standards for coaching by developing efficient systems for progress monitoring, team communication, and intervention planning—ensuring every student receives consistent, high-quality support.

- **Learning:** Leading with a growth mindset by continuously refining coaching practices, onboarding processes, and data systems; staying current with best practices; and mentoring coaches in their own professional development.
- **Integrity:** Demonstrating reliability and professionalism through transparent leadership, prompt support, and follow-through; maintaining confidentiality and holding the coaching team accountable to clear expectations and ethical standards.
- **Community:** Strengthening the broader school community by coordinating collaboration between coaches, teachers, special education staff, and families to ensure unified, mission-aligned support for student success.

REQUIRED QUALIFICATIONS

- **Education:**
 - Bachelor's degree in education or related field required
- **Experience:**
 - Minimum of 1 year of experience teaching, advising, or working with youth in an educational or advocacy setting
- **Knowledge/Skills:**
 - Ability to prioritize, stay organized, and manage multiple tasks independently and collaboratively
- **Technology Proficiency:**
 - Demonstrated fluency with educational technology tools including Google Workspace (Docs, Meet, Drive, Calendar), Microsoft Office (Word, Excel, PowerPoint), and learning management systems (LMS).
 - Ability to integrate technology creatively and effectively into instruction and school operations, with a growth mindset toward emerging tools and practices, including AI.
- **Personal attributes:**
 - Commitment to environmental education and making a positive impact on the school community through leadership and collaboration.
 - Strong verbal and written communication skills, with the ability to model effective communication practices for the coaching team.
 - Demonstrated ability to communicate clearly and consistently across multiple modalities, including virtual meetings, email, phone, and chat, and to support others in doing the same.
 - Highly responsive, approachable, and dependable—serving as a go-to resource for coaching staff and fostering strong, supportive relationships in a fully online environment.
 - Professional, adaptable, and student-centered, with a leadership style that promotes consistency, accountability, and continuous improvement across the coaching team.

PREFERRED QUALIFICATIONS

- Experience working in an online or blended learning environment, with a strong understanding of effective virtual student support systems.
- Demonstrated leadership in supporting or supervising teams, including managing workflows, onboarding staff, and providing peer mentorship or training.
- Familiarity with special education services and inclusive instructional practices, with the ability to guide coaches in effective collaboration with special education staff.
- Experience supporting diverse learners, including students with IEPs, 504 plans, or English language needs, through team-based approaches and coordinated interventions.
- Willingness to lead or support extracurricular activities, student engagement efforts, or school-wide events.
- Proficiency in educational technology, with experience designing or implementing digital tools, communication systems, or AI-informed instructional strategies to enhance student support.

WORKING CONDITIONS

- Remote work environment with a typical 8-hour workday
- Standard office hours are 10:00 AM–2:00 PM; remaining hours are flexible based on duties
- Annual schedule includes 175 workdays (prorated based on start date), including school and professional development days
- Frequent sitting and hand use (e.g., typing, computer work) required
- Occasional standing, walking, reaching, and crouching
- Must be able to talk and hear effectively to support virtual instruction and communication
- Occasionally required to lift and carry materials up to 25 lbs
- Occasional travel may be required for in-person collaboration or training
- Requires strong organization, independent time management, and the ability to collaborate virtually with staff and leadership

TERMS OF EMPLOYMENT

- **Agreement:** 185 school calendar days
- **Schedule:** 8 hours per day; general business hours are 7:45 a.m. to 3:45 p.m. with flexibility as needed
- **Position Type:** Remote
- **Technology Requirements:** Must maintain and regularly update Google Calendar as the school uses Google Workspace
- **Meeting Requirements:** Must attend all required weekly meetings including department, MTSS and full staff meetings
- **Delegation Structure:** Required to establish and maintain a clear delegation structure for the Online School during any absences
- **Salary Range:** Coordinator Grid TBD
- **Benefits:** Comprehensive benefits package including health insurance, retirement, and paid time off

DISCLAIMER

This position description accurately reflects the primary duties, responsibilities, and requirements of the role. It does not exclude other assigned duties not mentioned above. CCS is an equal opportunity employer committed to building an inclusive community of educators.

If interested, please send a resume and letter of interest to hiring@crosslakekids.org.

Board Approved:

environmentally  literate learners