

Job Description

Position Title: Coordinator, Student Services

Job Group: Student Services

Job Level Group: Professional Intermediate

FLSA Status: Exempt

Position Summary:

The Coordinator, Student Services supports multiple functional areas and targeted academic programs. Coordinates academic advising, general and selective admissions, assessment and testing, career services, and financial aid processes. Organizes new student, and initial enrollment processes, orientation, and registration. Facilitates retention of developmental education students and self-service stations. Assists graduating students.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides advice regarding policies, procedures, and processes pertaining to multiple functional areas, targeted academic programs, or student populations.
2. Oversees regular and selective admissions, assessment, testing, and retention.
3. Trains and assists students to navigate the student portal.
4. Implements operational procedures and processes in coordination with the District Office and other campus departments.
5. Makes decisions and or recommendations according to complex guidelines for financial aid and advising.
6. Provides services to students and the general public by resolving student services complaints and concerns and responding to a variety of general inquiries and requests.
7. Organizes transfer fairs, career fairs, projects, and activities; performs training and facilitation for workshops.
8. Supports students navigating graduation requirements.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices.

2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of principles and methods for promoting programs and services.
4. Skill in effective communication (both written and oral).
5. Skill in organization, coordination and management.
6. Skill in performing a variety of duties, often changing from one task to another of a different nature.
7. Skill in positive, productive and flexible customer service.
8. Ability to develop and maintain effective and positive working relationships.
9. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a related field of study required.
 - Up to One (1) year of related experience required.
 - One (1) to three (3) years of related experience preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required