

## **STUDENT SERVICES COORDINATOR**

### **CLASS SUMMARY**

Under general direction, develops, coordinates and implements student services programs, including the assignment of projects and tasks to staff and the supervision of projects and program activities; directs the daily operations of student services programs; develops reports; implements program policies according to regulations.

### **REPRESENTATIVE DUTIES**

Develops, implements, coordinates, and directs student services activities and student-related leadership programs. Supervises data collection and the maintenance of detailed student records. Works directly and consults with students, project staff, faculty and managers in providing information and coordinating project activities. Writes comprehensive reports pertaining to program goals, achievements, and evaluations. Trains office personnel and assigns work to staff. Monitors progress of staff and program activities. Prepares and presents written and oral reports and charts regarding technical and strategic aspects of the program. Represents the program at community and college functions.

Coordinates the process for recruitment and selection of students for various programs. Develops and coordinates procedures: for students in order to develop individualized educational plans in consultation with counselors; that result in an assessment and counseling program with provision for monitoring students progress in achieving academic success; for providing classroom, tutorial and study opportunities for project participants designed to assure college success and subsequent retention in college; a program of career development utilizing program, college, and community resources; for student life and leadership activities, including advising student government, clubs and organizations; that will offer a systematic program in transfer orientation, visitation, and selection of four-year colleges and universities, and maintains critical contacts and working relationships with university-level personnel; for a tracking system for effective record keeping, monitoring of project activities, program outcomes, and coordinates the oversight of fiscal budgets for the program.

### **ORGANIZATIONAL RELATIONSHIPS**

This class reports to a designated manager/administrator and may function in the absence of the manager/administrator as the liaison within the college and with external agencies relative to student services. This class directs and provides training for the staff, including student assistants and consultants. This class also coordinates the work of faculty within the student services; and consults with college administration and faculty regarding related program issued.

**STUDENT SERVICES COORDINATOR (continued)**

**DESIRABLE QUALIFICATIONS GUIDE**

**Training and Experience**

Any combination of training and experience equivalent to a Bachelor's degree and four years experience which demonstrates knowledge of student services programs or in the coordination of leadership and student activities. Experience should be in implementing state or federally governed programs and in interpreting and following statutes and regulations. Experience should consist of working with students from diverse cultural, economic, and linguistic backgrounds.

**Knowledge and Abilities**

Good Knowledge of: Student services models designed to meet the needs of disadvantaged students; student equity program components; approaches to multi-cultural education; cross-cultural communication; tracking and monitoring systems or budgets; report writing; advisement techniques; oral and written communication techniques; organizational procedures; community college programs and policies; local community organizations, schools and colleges; principles of training, supervision or leadership development; principles of public contact and public relations; methods and procedures of academic and/or career advisement.

Ability to: Lead, train, and direct the work of a diverse staff; develop, implement, and coordinate program components for a diverse student population; establish and maintain effective relationships with students, staff, faculty, and community members; train and supervise staff; advise students or student organizations in relevant content areas; initiate and write comprehensive reports; make effective oral presentations to diverse audiences; evaluate program effectiveness and make recommendations for procedural modifications; establish co-curricular learning experiences; communicate effectively with college personnel and community leaders; read, understand and interpret complex program regulations; provide direct support services to students; organize complex projects and timelines.