



STUDENT SERVICES COORDINATOR

Reports to: Faculty Director or Program Manager

Dept: Varies

Range: 26

FLSA: Nonexempt

EEO: Professional/Nonfaculty

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, lead and participate in the work of planning and implementing the delivery of programs and services in a specialized area of Student Services; act as a liaison between the program and other departments, community partners, governmental agencies or other educational institutions; coordinate student resources and services across multiple service areas for an individual student or a targeted student population; coordinate and participate in events; perform advanced administrative support including monitoring program compliance with federal, state and district codes, rules and regulations and preparing and analyzing statistical data; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

A Student Services Coordinator is differentiated from a Program Supervisor in that an incumbent in the latter class is a full supervisor of full and part-time staff in an assigned department. The Coordinator has limited program budget authority.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Participate in selecting, training and providing day-to-day lead work direction to lower-level full and part-time staff; assign and monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure that mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district's mission goals and values.
2. Oversee the day-to-day operation of a student services program or center; oversee recruitment, hiring, training and scheduling of students and temporary workers for program and services; assist current and potential students with understanding and completing matriculation requirements, applications, forms and meeting program requirements; screen

student needs for Counselors and schedule student counseling appointments; coordinate enrolled student access to multiple forms of student services and support including providing accommodations for disabled students, access to educational and financial assistance, developing a culturally sensitive and welcoming environment and assisting with maintenance of minimum program requirements and documentation.

3. Assist the Director or Program Supervisor with the development and implementation of student service-related programming and service delivery; assist with the identification and delivery of program-related professional development opportunities; coordinate and collaborate with other departments to develop and implement programs and projects aimed at targeted groups; coordinate the acquisition/scheduling of locations, equipment and resources needed to deliver student services.
4. Develop and implement mechanisms to deliver accurate and timely information concerning student initiatives to staff, faculty, students and the public; track and disseminate information regarding changes in program-related rules, regulations, policies and procedures; prepare and produce promotional materials including flyers, invitations, programs and publications.
5. Represent the college, department or program at events, such as college and job fairs, orientation programs, community events and outreach events targeting program-specific populations; develop and deliver program-specific workshops and presentations; develop and maintain relationships with community partners.
6. Coordinate logistics of special events, large-scale service projects and community outreach events; identify and liaison with event participants, vendors and sponsors; serve as lead event coordinator both in preparation and during the event; work with campus facilities, campus security and other departments; troubleshoot onsite, proactively resolving issues; identify and recruit speakers.
7. Facilitate or administer student assessment and placement testing; assess student records; review test results, transcripts and course equivalency information, graduation articulation requirements and transfer information; provide students with routine transfer information including deadlines, restrictions and articulation agreements; assist students in preparing applications.
8. Oversee or advise student clubs or programs; assist with recruitment or hiring activities, training, and organizational activities; provide ongoing skills training, leadership training and/or peer coaching training; process purchase orders and monitor budgets; coordinate travel to conferences, activities and retreats; may chaperone trips.
9. Develop and maintain program statistical tracking systems and schedule student services; ensure accurate entry of student data into appropriate systems, student files and records; develop and maintain a variety of statistical records and reports; develop and conduct studies and analyses to identify need for new programs and services and evaluate the effectiveness of current programs; assist in assessing administrative unit outcomes and/or student learning outcomes in applicable programs.

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10. Provide administrative assistance to the Director and Program Supervisor; generate sensitive and complex reports, documents and personnel documentation using advanced word processing; process purchase requisitions and monitor department budgets; authorize expenditures according to established guidelines

As Assigned to IIP:

11. Assist students with compliance with F-1 visa regulations in accordance with Department of Homeland Security Student Exchange Visitor Program (SEVP); serve as district Designated School Official (DSO); maintain, update and report Student and Exchange Visitor Information System (SEVIS) data and documentation; track enrollment status and progress, program graduation dates, employment status and address changes for F-1 credit and ESL students and submit SEVP certification documents; advise students on potential immigration issues and provide information on how to maintain and comply with F-1 visa requirements; assist with the submission of a variety of reports to comply with district reporting requirements. Work with international students and provide academic support to include understanding class registration and educational planning processes; advise students with non-immigrant petitions and applications to include processing for new F-1 visas, work permits, re-instatement and reduced course load authorizations. May provide services in multiple languages.

As Assigned to Testing Services

12. Collaborate with instructors to utilize the Academic Proctoring Center; create, activate and maintain SARS grid for all exams at multiple campus locations; serve as technical liaison and functional specialist for program-specific electronic databases and programs; Coordinate incoming exams with instructors and other colleges; process incoming requests; approve alternate testing sites and coordinate exams for online distance students; explain testing service policies and procedures; Explain and interpret test procedures and appropriate policies and regulations; develop and update testing services manual; oversee students during test administration; transport test materials and ensure that facilities are appropriate and adequate; approve out of state testing centers for MiraCosta students; Apply, interpret, explain and enforce testing and matriculation policies, procedures, related information and requirements to students and the public; monitor, update and distribute matriculation records; evaluate assessment results from other colleges and interpret and explain placement results and next steps.

As Assigned to EOPS/CARE, NextUp, and CalWORKs:

13. Oversee and Coordinate support programs for EOPS/CARE, NextUp, and CalWORKs students, including the Textbook and Technology Loan program. Manage data systems to ensure accuracy and compliance. Prepare and submit reports. Plan and execute program events. Conduct outreach efforts. Select, train, and provide work direction to campus aides.

As Assigned to Scholarships:

14. Provide technical assistance to students, parents, and staff on all aspects of financial aid and scholarships; evaluate financial aid and scholarship applications to determine eligibility; monitor, evaluate and assign awards; revise student budgets as required; serve as liaison with Foundation, multiple scholarship committees, campus bookstore, Accounting, and the Cashier's Office; Manage scholarship budgets and responsible for all scholarship program reports.

OTHER DUTIES:

1. Serve as the functional specialist for program-specific electronic databases and programs; facilitate student, faculty and staff use of systems and programs.
2. Update and maintain department or program website and social media accounts.
3. Act in the absence of a Director or Program Supervisor, as assigned
4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Student services program goals, objectives, policies, procedures and practices applicable to area of assignment.
 2. College assessment, matriculation and course pre-requisite policies as applicable to areas of responsibility.
 3. Principles, methods and practices applicable to the design and implementation of public relations, outreach and marketing programs.
 4. Applicable sections of the state education code and other applicable laws.
 5. Procedures followed in administering and scoring standard and other academic tests and recording and reporting test results.
 6. The district's student recordkeeping systems, including appointment setting and accessing student test information as applicable to area of assignment.
 7. General administration practices and procedures including budget preparation and control and purchasing requirements.
 8. Modern office practices, procedures and equipment including computers and applicable software programs.
 9. District organization, operations, policies and objectives applicable to assigned area of student services.
 10. Safety policies and safe work practices applicable to the work.
 11. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
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12. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
13. Basic principles and practices of effective supervision.
14. District human resources policies and labor contract provisions.

As Assigned to IIP:

15. Federal immigration law, including legal requirements of SEVIS compliance and immigration regulations related to I-20 issuance, immigration documentation, employment, taxation and public assistance.

ABILITY TO:

1. Assign and review the work of assigned staff.
2. Plan and implement programs and activities in assigned Student Services area.
3. Coordinate and implement resources, services and outreach activities to recruit, retain and assist students, particularly at-risk students.
4. Screen for and schedule counseling appointments.
5. Recruit and maintain a variety of community partners in order to meet program objectives and interests.
6. Organize and oversee the day-to-day operations, maintenance, activities and services of a community college student service center.
7. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
8. Track statistical information utilizing complex spreadsheets and databases.
9. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
10. Set priorities and exercise independent judgment within areas of responsibility.
11. Communicate effectively, both orally and in writing.
12. Understand, interpret, explain and apply applicable laws, codes and regulations.
13. Present proposals and recommendations clearly, logically and persuasively.
14. Operate a computer and standard business software.
15. Maintain confidentiality of district and student files and records.
16. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
17. Represent the district effectively in public settings.

18. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
19. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and one year of closely related work experience in assigned student services area; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

As assigned to IIP: U.S. citizen or lawful permanent resident of the United States.

Must complete Designated School Official (DSO) training within three months of appointment and maintain certification as a condition of employment.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Lead-level work direction to student workers and assigned staff.

CONTACTS:

District administrators, faculty, staff, students, other educational institutions, community organizations and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occasional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district business; ability to work at a computer station for extended periods on an as-needed basis, involving light, repetitive use of hands, wrists and forearms; ability to view small-font words/symbols on a computer monitor for extended periods.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or

groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily indoor office learning center or classroom environments; subject to frequent contact and interruptions by individuals in person or by phone; intermittent exposure to angry and/or verbally aggressive individuals; may be required to work evening hours on an as-needed basis; may work at any district location.