

COMPTON COMMUNITY COLLEGE DISTRICT



COORDINATOR OF STUDENT SERVICES

FLSA: EXEMPT

DEFINITION

Under general supervision of the assigned manager, coordinates a variety of initiatives to fully implement student support programs on campus. The Coordinator will assist efforts that provide a pathway to success, retention, and degree/certificate completion which includes: coordinating orientation to programs for new students, recruitment/outreach to publicize department programs academic and career advising, connecting with Guided Pathways Success Teams, supporting retention of current and prospective students, training and scheduling student workers, and follows up with students who are on probation.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the assigned Administrator. Supervises full time and part time classified staff and student workers.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinate the implementation of Student Services including Student Equity and Achievement programs (SEA) and Guided Pathways on and off campus.
- Coordinate Student Equity services to prospective, new and continuing students to inform them of Guided Pathways, registration processes, financial aid and scholarships, Extended Opportunities and Services (EOP&S), foster youth services, veterans, and/or other areas within student services.
- Coordinate, plan, develop and conduct workshops to provide students with specialized assistance and information in admission/records, assessment, orientation, transfer, financial aid, scholarships, graduation, retention/probation, job/career searches, and other related student service areas.
- Assist students in determining program eligibility and obtaining information required to develop student educational, financial and career plans.
- Process forms according to established procedures; request transcripts, records and other information needed to determine status of applications and forms-adhere to the requirements of FERPA as it applies to student records.
- Analyze student data and certify eligibility for program participation as required; interpret, apply and explain complex rules, regulations, requirements and restrictions.
- Coordinate data collection to assess progress towards program goals.

- Communicate with academic/career counselors, Center personnel, business leaders, social service agencies, community resources, educational institutions and others to coordinate outreach/recruitment activities, workshops, and/or exchange information and refer students for further assistance.
- Maintain current knowledge of a variety of complex regulations, requirements and policies related to assigned specialty area.
- Prepare and maintain records, reports, lists and files related to assigned function.
- Develop forms, spreadsheets, databases, handbooks, manuals and other written materials to facilitate student coordination.
- Train and provide work direction to assigned personnel and student assistants; recruit and select hourly employees as needed.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- College registration and financial aid policies and procedures, including unique issues of formerly incarcerated, foster youth, and homeless students.
- SEA Program policies and procedures.
- Chancellor's Office grant guidelines and procedures.
- Title 5 regulations.
- Specialized functions, operation and activities in an assigned student coordination area.
- Interview techniques.
- District services and community resources available to students.
- Oral and written communication skills.
- Spreadsheets and databases.
- Interpersonal skills using tact, patience and courtesy.
- Applicable sections of State Education Code and other applicable laws.
- District organization, operations, policies and objectives.
- Technical aspects of field of specialty.
- Financial and statistical record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Modern office practices, procedures, and equipment.

Ability to:

- Provide specialized paraprofessional duties and coordination to students in a specialty field. Assess student needs and interests and develop viable plans and alternatives.
- Interview students to determine program eligibility and obtain relevant data.
- Plan, develop and conduct informational workshops.
- Communicate effectively both orally and in writing.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Work independently with little direction.
- Establish and maintain cooperative and effective working relationships with others.
- Train and provide work direction to others.
- Analyze situations accurately and adopt an effective course of action.
- Work confidentially with discretion.
- Maintain records and prepare records.
- Lift 30 pounds.
- Work nights and weekends.

Education and Experience:

Bachelor degree in Social Sciences or Human Service AND three years of increasingly responsible experience in a student services or related field, especially with under-represented student populations; Masters degree preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

ENVIRONMENTAL ELEMENTS

Typical office setting.

Extensive computer work.

Long periods of standing and sitting.

Adjustable work schedule to include nights and weekends.

Lifting boxes and storage up to 30 pounds.

Direct contact with students with various health conditions (AIDS, HIV, Hepatitis, etc.)

WORKING CONDITIONS

Office setting with extensive computer work.

Long periods of sitting and viewing detailed information on a computer monitor. May require work on weekends, holidays, and/or evenings to ensure course delivery, particularly at peak academic periods during the semester.