



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COORDINATOR, STUDENT SERVICES PROGRAM	CLASSIFIED	GRADE: O MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY		Board Approved: 4/00

**JOB DESCRIPTION:**

Under direction, plan and organize the daily functions of a student services program which provides educational counseling, direction and referrals to meet the needs of new, prospective and continuing students, and persons reentering college after extended absence; assists the Director, New Student Programs in the coordination of the First Year Experience program, the Welcome Center and community outreach activities. Serves as a lead worker for other classified staff in the area; supervises student assistants and short-term, non-continuing employees; and perform related work as required.

**SCOPE:**

The Coordinator, Student Services Program advises and assists students in meeting educational and career goals; identifies and implements services, programs, and seminars to provide students with information, resources and training. The position may focus on services involving new, prospective, continuing or reentry students.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Advises and assists students, individuals, groups and public in clarifying and researching educational and career options.
2. Coordinates the day-to-day activities of the Santa Rosa Welcome Center including student staff supervision, scheduling and organization.
3. Assists in the coordination and provides administrative support for First Year Experience program.
4. Assists students with resolving problems and issues related to educational or career goals.
5. Identifies, develops and presents services, resources, seminars and workshops to assist students and community members.
6. Assists the Continuing Education and Strategic Program Development area in the coordination of the Weekend College cohort program including, screening students for the program; tracking students through the enrollment process; and maintaining files.
7. Serves as a liaison between students and other campus departments; refers students to appropriate department to meet their needs.
8. Performs outreach services to community organizations and business; serves as a liaison between community organizations and business, students, and the District; participates in community sponsored events to promote College programs and services.
9. Develops marketing materials (for example, brochures, media announcements and flyers) for various student services targeting new, continuing and reentry students as appropriate.
10. Gathers, analyzes and maintains data and statistical information to evaluate effectiveness of services and to identify long- and short-term goals to meet the future needs of students.

11. Maintains current information, resources and equipment as needed for student use and assistance.
12. Develops, implements and monitors the operating budget for the area assigned.
13. May serve as lead worker for other classified staff within the area.
14. Supervises, trains and directs student assistants and short-term, non-continuing personnel.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Work independently with minimum supervision; write accurate and comprehensive reports; monitor, track and compile statistical information; communicate effectively in English; follow and give oral and written directions; act as a lead worker to other Classified staff in the area; supervise student assistants and short-term, non-continuing employees; demonstrate sensitivity to, and respect for a diverse population; plan and present training programs and give presentations to individuals and groups; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

### **KNOWLEDGE OF:**

Economic and labor market conditions and trends; socioeconomic trends and issues facing diverse groups; community resources and services; counseling and academic advising techniques and methods; budgets and revenue control; operation of personal computer software programs including word processing and spreadsheet tools.

### **MINIMUM QUALIFICATIONS:**

*A combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### *Education:*

Bachelor's degree in a related field.

#### *Experience:*

Three years experience in social services, human resources, and/or career development, including office administration.

### **LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.