

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Student Services Coordinator	Range:	43
Date Revised:	April 28, 2020	Date Approved:	November 12, 2019

PRIMARY PURPOSE

This position is responsible for coordinating one or more student services program activities; implementing policies and procedures; and performing a variety of complex program coordination duties, which may include research, facilitation, coordination of a student service program as assigned including budget functions in the absence of the designated Administrator to assure efficient operations.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Coordinates program activities, which may include orientation, outreach, research, and other functions; coordinates daily events with designated Administrator to ensure timely and appropriate coordination of program and office activities; ensures that work is performed in a competent and timely manner.
2.	Ensures implementation and maintenance of established District policies and procedures; ensures compliance with state and federal laws, policies and procedures related to student program; assists in the development of District policies and procedures, which may include projects, policy manuals, training guides, and scheduling protocols as necessary.
3.	Serves as a resource to designated administrator; schedules meetings, events and appointments; prepares agenda items; maintains records and supplies; receives and processes incoming mail. Makes decisions within established policies and procedures in the absence of designated administrator. Coordinates in the development and implementation of SLOs/SAOs and program review.
4.	Develops and coordinates outreach services, including communication with high schools, colleges, professional organization and community organizations. Develops and coordinates outreach, informational materials, trainings, and workshops.
5.	Attends meetings, conferences, orientations, outreach activities, and seminars to make presentations regarding program policies and procedures. Answers questions and provides technical expertise to assist public, students, and staff regarding assigned student services programs.
6.	Designs and implements related electronic platforms and applications to advance the program of assignments, which may include various coding and configurations to achieve necessary deliverables.
7.	Provides information and guidance to students, faculty, staff, and public in a designated area of student services. Assists students in completing college related forms. Coordinates communication and collaboration with other District departments and personnel, governmental agencies, private agencies and vendors.
8.	Gathers data and prepares statistical reports as directed; ensures compliance with applicable rules, regulations, policies and procedures, and state and federal laws; maintains a variety of difficult and complex documents records, statements and reports.
9.	Assists in the preparation and monitoring of programs/department budgets; processes budget transfers and prepares journal entries; monitors budget activities of assigned categorically funded programs; prepares expenditure and progress reports as required by funding agencies.

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10.	Audits program documents to assure accuracy, completeness; conduct research to resolve discrepancies as necessary.
11.	Supervises, trains, evaluates and directs the work of assigned staff as directed.
12.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
13.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
14.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Student Services Coordinator maintains frequent contact with various departments, outside agencies, students, staff, and public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Sixty (60) semester units and five (5) years of experience or Bachelor's degree from an accredited institution, preferably in a field related to the assignment.

Three years of increasingly responsible professional experience within an environment with high emphasis on customer service and program coordination, preferably in an educational setting.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and clients in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of District organization, operations, policies and objectives
- Knowledge of federal, state, and other applicable laws or regulations pertaining to program of assignment
- Knowledge of proper English usage, grammar, spelling, punctuation and vocabulary
- Knowledge of project management, communications and marketing principles
- Knowledge of computer-based employee/student/program tracking, enterprise systems
- Knowledge of various computer software programs
- Knowledge of modern office practices, procedures and equipment
- Knowledge budget and auditing principles, practices and procedures
- Knowledge of financial and statistical record-keeping principles
- Knowledge of leadership principles and practices
- Ability to understand scope of authority in making independent decisions

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Ability to interpret, apply, and explain rules, regulations, policies and procedures
Ability to coordinate grants, categorical funding and assigned programs and assignments
Ability to analyze situations accurately and adopt an effective course of action
Ability to supervise, train and provide work direction to others
Ability to coordinate an assigned program with minimal supervision or direction
Ability to make arithmetic calculations quickly and accurately
Ability to operate a variety of office equipment such as calculator, computer, copier, etc.
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to understand and follow oral and written directions
Ability to communicate effectively, orally and in writing
Ability to review situations accurately and determine appropriate action according to established guidelines
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

Requires a valid California Driver's License

WORKING CONDITIONS

Professional environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); Standing for long periods of time (2-3 hours) repetitive use of upper extremities, fine finger manipulation, including hand coordination activities; driving to a variety of locations to purchase or pick-up items, or make arrangements for activities and events.
