



COORDINATOR, STUDENT SUCCESS AND SUPPORT PROGRAM

DEFINITION

Under general direction, coordinates and monitors the operations and services of the Student Success and Support Program (SSSP) including assessment, testing, placement, and related support services; ensures compliance, reporting, and accountability in accordance with federal and state regulations and District policies and procedures; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned managerial staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for independently coordinating one or more programs or offices. The duties involved include the implementation of goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Coordinates core matriculation services offered through the SSSP including orientation, assessment, and advisement; implements policies and directives according to District, federal, or state guidelines and regulations.
- Participates in the planning, development, and implementation of policies, procedures, and action plans for SSSP, including incorporating regulatory updates and technological advancements, as appropriate.
- Monitors, updates, and distributes SSSP records; evaluates a variety of core services to ensure completion of SSSP requirements; informs students about course availability, transfer, graduation requirements, assessment, and other instructional programs and student services.
- Coordinates with other College and District programs and services to develop and provide SSSP services and activities to meet the needs of the campus and community and ensures consistent implementation of and compliance with approved policies and procedures.
- Reviews non-credit and credit SSSP plans; ensures that the requirement for all mandatory services for students are met; updates the SSSP plans as necessary in consultation with staff, faculty, administration, and students.
- Researches, collects, analyzes, and maintains program data and submits reports in compliance with state reporting requirements and to management, faculty, and/or staff as requested.
- Serves as the lead resource and primary contact with counselors and advisors, the college community, and students in providing information and interpretation of matriculation.
- Designs, creates, and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.

- Provides direction, training, orientation, and guidance to assigned student workers; plans, schedules, prioritizes, and assigns work.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Stays abreast of new trends and innovations in the field of matriculation; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and practices of program office coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Requirements, guidelines, rules, and objectives of SSSP services and activities.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Principles and practices of data collection and analysis and report preparation.
- Principles of providing functional direction and training.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for SSSP.
- Develop, implement, and coordinate assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Coordinate and oversee programmatic accountability and regulatory reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university and three (3) years of increasingly responsible experience in administering student services activities and/or programs.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-50

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021