

STUDENT SERVICES AND INSTRUCTIONAL SUPPORT COORDINATOR

DEFINITION

Under direction, oversees, coordinates, and develops on and off campus outreach, recruitment, and retention programs, services, and activities to attract, retain, and support students; develops and administers related program budgets; designs and implements or conducts workshops and presentations; serves as liaison between outreach, retention, and support programs, staff, and other direct student support services on a campus; provides lead supervision to assigned staff; prepares written and statistical reports; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an educational manager.

Provides technical and functional supervision to assigned staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Oversee, coordinate, develop, and participate in on and off campus outreach, recruitment, and retention programs and services to attract, retain, and support students.

Coordinate and participate in on and off campus enrollment and retention activities; refer students to other campus and community programs and services as appropriate.

Create and make presentations to business and community based organizations and agencies in connection with community outreach and recruitment efforts and events.

Assist in the development and administration of the department budgets.

Design and implement programs and workshops to address students' concerns and needs and to familiarize students with college services such as admissions and records, financial aid, matriculation, and counseling.

Select, train, evaluate and provide work direction to work study students, student assistants, and other personnel as assigned.

Develop and assist in the design and preparation of written information concerning available college and community services and programs for distribution to staff and students.

Gather, compile, and organize a variety of data concerning student services procedures and programs; prepare and maintain accurate data, records, and files; prepare detailed written and statistical reports.

Prepare and conduct in-service training for faculty, staff, and managers to promote access to and increased awareness of available student support services and programs; and to develop techniques for identifying and referring students needing additional assistance.

Participate in special activities and events as needed.

Perform related duties as required.

MINIMUM QUALIFICATIONSKnowledge of:

District and other policies, procedures, and regulations related to community college services and programs.
College and community based programs and services.
Philosophy and objectives of students services programs; problems encountered by students at risk.
Basic interviewing and test proctoring techniques.
Proper English usage including spelling, grammar, and punctuation.
General principles and practices of supervision.

Skill to:

Design, develop, and implement effective student support services and programs; and
Identify and obtain resources and other needed programs and services to meet students' academic and vocational needs and objectives.
Gather data and prepare needed reports.
Provide work direction and lead supervision to other staff and students.
Develop and deliver effective presentations and workshops for students, faculty and the business/ community.
Motivate students to continue their education at a post-secondary institution.
Prepare and maintain accurate data, records, and files.
Analyze situations accurately, determine priorities and adopt an effective course of action.
Communicate clearly, both orally and in writing; prepare clear and concise technical and statistical reports.
Establish and maintain effective working relationships with those contacted in the course of performing duties.

Experience and Training

Any combination of experience and training that likely would provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

Three years of experience performing responsible duties designing and providing services to students similar to those provided by the student services or human services programs with the District.

Training:

Equivalent to the completion of an A.A degree from an accredited college or university.

Licenses/Certificates:

Ability to obtain and maintain a valid, appropriate California driver's license and a good driving record.