

Program Coordinator (Program Specific)

Definition

To plan, coordinate, develop, implement and facilitate student support or instructional services for an assigned program to attract, retain and support a diverse population of students.

Distinguishing Characteristics

Program Coordinator - This classification is distinguished from the senior level in that it is responsible for the day-to-day operation of a single program area as opposed to multiple or larger, complex student support or instructional programs.

Program Coordinator, Senior – Positions in this classification are responsible for the planning, organization and preparation of large, complex student support or instructional programs. Senior Program Coordinators are more involved in program planning and coordination involving two or more major programs.

Supervision Received And Exercised

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

Examples Of Duties

Duties may include, but are not limited to, the following:

- Provides overall direction and guidance to the day-to-day operations, problem solving and decision making regarding an assigned program; implements program policies and directives according to District, federal or State guidelines.
- Performs administrative support functions in coordinating a student services program.
- Prepares correspondence, memos and statistical materials, answers phones.
- Assists in the development, preparation and/or administration of department and program budgets.
- Maintains and compiles data for statistical reports, student data reports, student records and files, or material requested by the District and State Chancellor's Office.
- Prepares periodic reports, financial statements and records on program activities, progress, status or other special reports for management or outside agencies.
- Coordinates with other departments and/or external vendors to arrange for support equipment, materials, services or resources for students and orients students in processes or use.
- Arranges, schedules and assists in development of training programs for faculty, staff and managers to promote access to and increased awareness of available student support services and programs.
- Assists in development of support programs.

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- Assists with research appropriate to the operation of the program.
- Reviews applications or other program documents to determine acceptance or make decisions pertaining to program; advises students on issues associated with assigned program; identifies problems and provides advice.
- Develops and assists in the design and preparation of presentations, written information and other resource materials concerning available college and community services and programs.
- Assists students with navigating college processes as appropriate for assigned program; assists students in utilizing the services of the college and outside agencies; provides referral to auxiliary resources.
- Develops and delivers workshops and special programs to provide promote access to and increased awareness of available student support services and programs.
- Participates in special activities and events as needed.
- Maintains and monitors payroll records for student assistants.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- Current policies and regulations related to assigned student services program.
- Modern office procedures, practices and technology/equipment.
- Basic understanding of procedures for support services offered by assigned program.
- General college classroom procedures and requirements.
- General needs of population of students supported.
- Philosophy and objectives of student services programs; problems encountered by students supported.
- General principles and practices of supervision.
- Modern software applications (Microsoft Office Suite, etc.).

Skill/Ability to:

- Design, develop, and implement effective student support services and programs.
- Understand and carry out verbal or written instructions in an independent manner.
- Identify and obtain resources and other needed programs and services to meet students' academic and vocational needs and objectives.
- Keyboard with accuracy.
- Assign work to, oversee, and train student assistants.
- Gather, prepare and maintain accurate data, records, files and reports.
- Analyze situations accurately, determine priorities and adopt an effective course of action.
- Serve as a liaison between students and community or college agencies and services.

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- Communicate effectively, both orally and in writing and prepare clear and concise technical and statistical reports.
- Establish and maintain effective working relationships with those contacted in the course of performing required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

Education/Experience

- Possession of an associate degree from an accredited college, or the equivalent.
- Three (3) years of experience performing responsible student services duties in a related college program.

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