

Range	<u>33</u>
Hours/day	<u>8</u>
Hours/week	<u>40</u>
Months	<u>12</u>

SHASTA - TEHAMA - TRINITY
JOINT COMMUNITY COLLEGE DISTRICT

JOB TITLE: Student Services Coordinator

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To coordinate a wide variety of specialized student activities including cultural awareness events and celebrations, commencement, and outreach functions. To provide guidance and support to the Student Senate and various clubs and organizations. To prepare and maintain office records, reports, and the area budget, and to relieve assigned administrator of routine administrative details not requiring his/her immediate attention. Employees in this classification may direct, oversee, coordinate, and review the work of student assistants and other office support staff. This job class provides high level office support functions requiring the use of initiative and problem solving skills as well as independent judgment in the organization, coordination, and processing of work and information through assigned office. This job class requires a thorough knowledge of District policies and procedures, and excellent communication skills.

SUPERVISOR: Associate Vice President of Student Services/Dean of Students or designee

TYPICAL DUTIES: Essential and Marginal function statements and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- Exercises independent judgment; relieves an administrator of actions not requiring his/her immediate attention.
- Schedule and conduct college outreach and recruitment functions in collaboration with counselors and staff members at local elementary, middle, and high schools, continuation and adult schools; work cooperatively with higher education institutions, organizations, agencies, and Shasta College extended education sites.
- Coordinate and schedule a variety of activities with principals, counselors, teachers and students, including meetings and visitations to local schools.
- Coordinate clubs and student organizations schedules. Maintain an up-to-date club and student organization master calendar of events and activities, including website.
- Coordinate and schedule tours of the Shasta College campus, and collect and record quantifiable data; analyze, evaluate, and prepare reports on effectiveness of overall outreach functions.
- Schedule, train, and supervise the work of student workers (e.g., tour guides and student ambassadors).
- Maintain close working relationships with the community and college staff to coordinate campus activities with other programs.

- Performs varied and responsible office support duties to assist in the coordination and processing of administrative operations in the student services area.
- Coordinates a wide variety of specialized student activities including cultural awareness events and celebrations, commencement, and outreach functions.
- Maintains accurate and detailed calendar of events, due dates, and schedules as they relate to assigned program(s) and services.
- Assists student organizations in following departmental and college guidelines including parliamentary procedures; provides guidance in the expenditure of student organization funds in adherence to Board policies.
- Acts as information source regarding operational policies, procedures, and requirements; receives and interviews callers and provides information where judgment, knowledge, and interpretation of established procedures/policies is required.
- Plans and implements student recruitment activities such as college nights, college career fairs, and other recruitment activities.
- Prepares a wide variety of materials such as interoffice communications, promotional materials, brochures, requisitions, forms, letters, reports, statistics, special projects, and specifications, etc. from rough draft or verbal instructions and independently composes correspondence.
- Works with student leaders, staff and faculty to plan, organize, promote, supervise and evaluate student programs and events to meet the needs of students.
- Provides support to Student Senate.
- Receives, handles, and processes confidential information ensuring that security and strict rules of confidentiality are maintained.
- Processes purchase orders for Student Senate and campus clubs & organizations, including budgetary record keeping.
- Keeps computerized records of expenditures maintaining and monitoring office and special programs, budget accounts, records, and running balances; performing necessary arithmetical computations.
- Develops or assists in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of needed information for specialized programs and functions within assigned unit.
- Arranges, attends, and schedules a variety of meetings; notifying participants, confirming dates and times, reserving meeting sites, and preparing needed materials.
- Maintains awareness of academic programs to provide engaging recruitment presentations.
- Maintains close and collaborative work relationships with faculty, staff, and students.
- Receives, reviews, and verifies documents, records, and forms for accuracy, completeness, and conformance to applicable rules, regulations, policies, and procedures.
- Organizes, plans, prioritizes, and processes work through the office.
- Serves as liaison between assigned office and other divisions/departments.

Marginal Functions:

- Prepares special reports or researches issues as requested.
- May interview, train, and oversee the work of others in a lead capacity.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS

Possession of:

- A valid California Driver's License and evidence of appropriate vehicle insurance, based on DMV regulations (evidence will be requested).

Knowledge of:

- Proper office methods, techniques, and procedures including filing systems, business correspondence, receptionist techniques, report writing and telephone techniques.
- Business English including proper grammar, punctuation, vocabulary, and spelling.
- General accounting principles.
- Computer applications such as word processing programs, PowerPoint, desktop publishing, Web page design and databases.
- Excellent human relations techniques.
- Student Life programs and services.

Ability to:

- Communicate tactfully and effectively in both oral and written form.
- Motivate and work harmoniously with a diverse staff and student body.
- Train and supervise the work of others in a lead capacity.
- Coordinate and schedule tours of the Shasta College campus.
- Learn the operations, procedures, policies, and requirements of assigned office and apply them with good judgment in a variety of procedural situations.
- Independently carry out a variety of technical and routine administrative procedures.
- Understand and carry out a variety of oral and written instructions.
- Prioritize, direct, and coordinate workflow among support staff including student workers.
- Perform mathematical calculations.
- Establish and maintain a variety of records and filing systems and prepare reports.
- Independently compose routine correspondence and reports.
- Coordinate activities and maintain effective schedules of events.
- Prioritize and appropriately schedule work load or tasks to meet established deadlines.
- Work with and support diverse student activities and functions.
- Provide guidance to student leaders.
- Exercise sound judgment in working with students.
- Compile and maintain the security of confidential information.
- Operate a variety of standard office equipment such as calculator, copier, computer, printer, and fax.
- Effectively and tactfully communicate in both oral and written form.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.

Education/Experience:

- Bachelors or equivalent combination of education, training, and experience
- Master's degree preferred
- Combination of education, training, and experience equivalent to four years of increasingly responsible experience.
- Sensitivity to the diverse populations including working with low-income, educationally disadvantaged and ethnic minority students.