



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Student Success Coordinator	
<b>JOB CLASSIFICATION:</b>	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
<b>RANGE:</b>	40	
<b>HOURS PER DAY:</b>	Up to 8	
<b>HOURS PER WEEK:</b>	Up to 40	
<b>MONTHS PER YEAR:</b>	Up to 12	
<b>REPORTS TO:</b>	Associate Vice President of Student Services / Dean of Enrollment Services or designee	

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

The Student Success Coordinator position oversees the day-to-day student success strategies and services designed to improve retention, completion, graduation, and/or transfer rates. Consistent with the Guided Pathways framework, align the college's structured onboarding, early alert, and retention strategies with interventions and resources to help students enter their educational and career pathway, stay on track, and persist and progress toward completion. With direction from college-wide leadership, faculty, and classified teams, utilize data-tracking systems and student support services and cohorts to drive student success. 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 the assigned office. This job class requires a thorough knowledge of District policies and procedures and excellent communication skills.

**TYPICAL DUTIES**

*Essential Functions:*

- Serves as campus coordinator and lead resource person for implementing, expanding, maintaining, and tracking success and retention efforts including the college-wide early alert system and various related student support services.
- Coordinate and implement business practices, polices, and procedures for faculty and staff on student placement, retention, and the use of an early alert system and associated follow-up services based on best practices.
- Coordinate day-to-day operations overseeing student onboarding and support including the early alert system and related student support services.
- Under the guidance and support of Information Systems and Technology Support, collaborate with various vendors to research issues and test the functionality of student support systems and support the setup, customization, enhancements, technical

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troubleshooting, and integration of technology-based student support systems per departmental requests.

- Communicate early alert information to all stakeholders proactively and via multiple modes.
- Apply project management processes to ensure successful project implementation that is on time and within budget, program deliverables are met, and activities are completed.
- Coordinate and serve as a resource for committee meetings, departmental meetings, and training sessions as it pertains to student placement, retention, and early alert systems.
- Organize and facilitate meetings, conferences, and communications between involved systems and partners, including any associated grants and external community partners.
- Train staff and faculty on retention efforts and support services.
- Review all tracking items to ensure that each student is directed to the appropriate campus service for follow-up.
- Coordinate a student referral process, referring students to proper departments/ individuals for help with education/career objectives, choosing academic majors, scheduling classes and enrollment; following up with instructors; collecting data on various student support services including an early alert system; and coordinating support services offered to students on various levels of probation.
- Develop new innovative opportunities within the system to support persistence and completion.
- Provide suggestions for system and process improvements to appropriate administrators.
- Create and maintain marketing plans for responsive student support services for students and staff.
- Collaborate and consult with College faculty and staff to further embed student support services including retention and early alert functionality into their daily work processes.
- Manage student personnel including but not limited to scheduling, training, overseeing workload, and maintaining student data and confidentiality.
- Under the guidance of the Office of Research and Institutional Effectiveness, assist in the development of assessment tools to collect data on the impact of various student support services on various student success metrics.
- Under the guidance of Information Systems and Technology Support, assist with the monitoring and modification of roles, permissions, and assignments in various student support services' software.
- Create end user tracking reports of various student support services.
- Maintain and process fiscal/accounting records, journals, ledgers, and transactions related to assigned categorical program area(s) of specialization.
- Review categorical accounting reports and transactions for accuracy and compliance to district and program requirements and procedures.
- Make independent determination on applying appropriate rules and regulations to accounting and financial record keeping problems.
- Type reports, statements, letters, memos, and other correspondence related to assigned functions.
- Prepare financial and statistical reports related to assigned categorical programs; collecting, compiling, calculating, and distributing to others as appropriate.

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- Maintain student records, data, and confidentiality.
- Demonstrate behaviors and actions that support best practices in student placement, recruitment, retention, and student support.
- Performing other duties of a similar nature or level.

**EMPLOYMENT STANDARDS***Knowledge of:*

- Student retention, persistence, and success strategies.
- Principles of project management.
- Principles, practices, and techniques of training and providing technical instructions.
- Basic elements of document preparation.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Applicable sections of State Education and other codes, laws, regulations, and policies related to student placement, retention, and persistence.
- Interpersonal skills using tact, patience, and courtesy.
- Telephone techniques and etiquette.

*Ability to:*

- Operate student information systems software.
- Prepare, implement, and present training programs.
- Understand the requirements and act upon requests from faculty, staff, and administrators for student placement, retention, and support services.
- Establish and maintain communications with users.
- Remain current concerning advancements in field of specialization.
- Design, prepare and edit manuals and procedures.
- Exercise critical thinking skills in analyzing and interpreting data.
- Accurately interpret institutional policies and procedures.
- Plan and organize work in order to follow a systematic method of performing a task.
- Utilize available time to meet schedules and organize and complete work within given due dates.
- Be detailed oriented and accountable for tasks.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.
- Work effectively with people from diverse age, gender, race, ethnicity, religious, ability, sexual orientation, and/or job type groups.

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**QUALIFICATIONS**

*Education Required:*

- Associates degree or equivalent.

*Education Preferred:*

- Bachelor's degree.

*Desirable Experience:*

- Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. Typical experience would be two years of increasingly responsible experience performing duties comparable to those assigned.
- Microsoft Office Suite; database management software, SIS, and LMS system knowledge.
- Demonstrated strong interpersonal communications skills.
- Knowledge of student support services and retention activities including an early alert system.

**APPROVALS**

Date Created/Revised: 4/2018

Cabinet Reviewed: 5/2018

Board Approved: 7/11/2018

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)