



Classification Title: Counseling Services Program Coordinator

Department:	Counseling Department	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	24
Supervision Received From:	Supervisor, Counseling Services	Date of Origin:	11/2019
Supervision Given:	General Supervision	Last Revision:	11/2019

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Coordinates the implementation, functionality, and use of the District's student appointment scheduling software and other special projects and work processes as assigned; provides lead guidance to assigned lower-level employees in Counseling Services; advises students on various student services available.

DISTINGUISHING CHARACTERISTICS.

The Counseling Services Project Coordinator is an advanced journey-level, lead-level class in the student support series. Incumbents coordinate and oversee technical and complex projects and provide direct student support, requiring specialized knowledge and skills.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Provides technical leadership in the implementation and maintenance of specialized student appointment scheduling software; assists various District departments, programs, and locations in determining scope of use for software as necessary to each area's functions and services; meets with appropriate employees to observe and understand work processes to determine necessary software functionality; identifies process enhancements and the implementation of new services available in the software program; assigns and oversees the completion of tasks to meet time, service and cost expectations; monitors and reports on progress with implementing and updating the software; develops implementation plans.
2. Provides program-specific software support and technical training; analyzes, troubleshoots and resolves or coordinates the resolution of software problems and errors with Information Services staff or software providers; answers technical questions and provides guidance to users on system functionalities and methods for correcting problems; troubleshoots software issues; works with or refers server, network, database or other complex problems to appropriate Information Services staff for resolution; develops work process and procedural changes to improve work efficiency and effectiveness and supplement technology solutions.
3. Develops specialized queries, reports, and work processes utilizing the scheduling software for academic and student services departments; reviews data and scheduling information to determine accuracy and possible functional improvements.

4. Assists and leads work of assigned student support staff; ensures completeness, accuracy and conformance with District/divisional standards; provides information, guidance and training on work processes, program services, tracking and reporting, and technical procedures; resolves or escalates issues related to administration of program services, department operations, scheduling and human resources-related issues.
5. Schedules counseling appointments, workshops, orientations and special events; performs research for students and District counselors on specific student issues and articulation information.
6. Inputs student data into appropriate systems and maintains and updates student files and records; inputs data into system to track student progress; creates and maintains records of student contacts; checks student status; develops, tracks, analyzes and reports administrative processes, metrics and documents; researches, obtains and analyzes key data and statistics from varying sources for program reports, proposals, trainings, program reviews and other documents.
7. Conducts and/or participates in on- or off-campus workshops, orientations, campus tours and special events; provides information on program eligibility and requirements to new students; tracks student attendance at workshops.

Marginal Functions:

1. Provides backup for other department or program administrative support staff.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of administrative support experience, including the use of a complex database application.

Education/Training: Equivalent to completion of the twelfth grade supplemented by college-level coursework from an accredited college or university in business administration or a related field.

Licenses/Certificates: Possession of, or ability to obtain, a current, valid California Driver's License by time of appointment.

Preferred Qualifications:

1. Administrative support experience in a student services setting.

Knowledge of:

1. Office support practices and procedures.
2. Methods and techniques for troubleshooting hardware and software-related issues.
3. Project management tools and techniques.
4. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
5. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
6. Needs and concerns of low-income and educationally disadvantaged students.
7. Higher education, government and community resources available to students.

8. Functions, rules, policies and procedures applicable to assigned areas of responsibility.
9. Basic research methods and data analysis techniques.
10. Federal, state and local laws, regulations and court decisions governing area of assignment.
11. General accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
12. Modern office practices, procedures and equipment including computers and applicable software programs.
13. Basic practices and procedures of public administration for budgeting, purchasing and record keeping.
14. Federal Title III or Title V rules and regulations.
15. Family Educational Rights and Privacy Act (FERPA).

Skill in:

1. Coordinating projects.
2. Providing information and guidance to staff.
3. Assigning and inspecting the work of lower-level staff.
4. Communicating information accurately and effectively to students; comprehending requests for information or assistance; maintaining a courteous and tactful manner when under pressure or in an antagonistic situation.
5. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
6. Evaluating student applications for program eligibility accurately and effectively.
7. Administering and scoring student assessments.
8. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
9. Communicating clearly and effectively, in both oral and written English.
10. Preparing clear, concise and accurate reports, documents, data entries, and other written materials.
11. Operating a computer and other standard office equipment and using spreadsheet, word processing, scheduling, and enterprise software.
12. Organizing and maintaining specialized files.
13. Maintaining confidentiality of student files and records.
14. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
15. Exercising tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
16. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods; use hands to repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms. Positions in this classification require occasional travel to other District locations.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.