



Classification Title: Student Success Initiatives Coordinator

Department: Counseling Services

EEO6: 5

Staff Category: Classified

Salary Range: 24

Supervision Received From: Manager, Student Success

Original Date: 2/2022

Supervision Given: Direction and Guidance

Last Revision: 10/2022

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 within the job.

JOB SUMMARY.

Assists in the development, implementation and coordination of student success, equity and completion initiatives and work processes including use of student support software and technology; provides lead-level guidance to lower-level employees.

DISTINGUISHING CHARACTERISTICS.

The Student Success Initiatives Coordinator is an advanced journey-level, lead-level class in Counseling Services. Incumbents coordinate and oversee technical and complex projects requiring specialized knowledge and skills and provide functional oversight to lower-level staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Participates in the implementation and maintenance of applicable student support software and technology, including, but not limited to, Customer Relations Management (CRM) and Early Alert in conjunction with Information Services; assists in creating software implementation plans; leads and assigns the completion of tasks to lower-level staff to meet time, service and cost expectations; provides program-specific software support and technical training to end users; analyzes, troubleshoots, 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; develops work process and procedural changes to improve work efficiency.
2. Collaborates with Business Systems Analysts to access student success data in PeopleSoft; reviews data and reports to inform the development of student support initiatives.
3. Assists the Manager, Student Success with student success, equity and completion activities and initiatives; communicates proactively with all stakeholders including department leads, faculty and staff.
4. Organizes and facilitates completion of student support initiatives, including scheduling and arranging meetings, conferences, and communication; contacts students in need of support to provide assistance from onboarding to completion.
5. Develops marketing and training materials relevant to student success initiatives for students and staff; updates websites; writes correspondence to communicate with students by phone, email, text, and other social media.
6. Conducts and/or participates in success, equity, and completion activities, on/off campus workshops, and events relative to the assigned areas of responsibility to share and learn information; provides information on program eligibility and requirements to new and continuing students; schedules and tracks student attendance at workshops, appointments, programs and events.

7. Assists in using data to measure outcomes related to student persistence, retention, completion, course success; designs improvement strategies and reports out data to Palomar College audiences; inputs data into appropriate systems to track student progress; creates and maintains records of student contacts.
8. Assists and leads the work of lower-level classified, short-term, student, and volunteer personnel; 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 coordination of activities within the areas of responsibility.
9. Develops and maintains handbooks and forms and assists with the development of policies and procedures relative to assigned area of responsibility.
10. Collaborates with other Student Services areas including Enrollment Services, Health Center, Athletics, and Student Life and Leadership, to advance student success, equity, and completion.
11. Submits requisitions for purchase orders and contracts as assigned.
12. Participates in tracking assigned budgets.

Marginal Functions:

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

QUALIFICATIONS.

Experience and Training Guidelines

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

Experience: Four years of administrative support experience.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications

Technical administrative support experience in a student services setting.

Knowledge of:

1. Project management tools and techniques.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.
3. Principles, practices, concepts, and techniques used in customer service, public relations, and community outreach.
4. Needs and concerns of low-income and educationally disadvantaged students.
5. Methods and techniques for troubleshooting hardware and software-related issues relevant to assigned area of responsibility.
6. Basic conflict resolution methods and techniques.
7. Intermediate knowledge of accounting systems and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
8. Functions, rules, policies, and procedures applicable to assigned areas of responsibility.

9. Research methods and data analysis techniques.
10. Federal, state, and local laws governing the area of assignment.
11. Modern office practices, procedures and equipment including computers and applicable software programs.
12. Basic practices, procedures, and software for budgeting, purchasing and financial record-keeping.
13. The Family Educational Rights and Privacy Act (FERPA).

Skill in:

1. Organizing and overseeing day-to day operations and coordination of projects.
2. Providing information and guidance to staff.
3. Assigning and inspecting the work of lower-level staff.
4. Planning and delivering oral and written presentations to students and staff relative to assigned areas of responsibility.
5. Communicating information clearly, accurately, and effectively, both orally and in writing
6. Processing requests for information or assistance while maintaining a courteous and tactful manner when under pressure.
7. Reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
8. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
9. Preparing clear, concise, and accurate reports, documents, correspondence, and other written materials.
10. Operating software technology used in higher education specific to the assigned area of responsibility, social media platforms, websites, computer, spreadsheet software and other standard office equipment.
11. Organizing, setting priorities, and exercising sound independent judgement within area of assigned responsibility.
12. Interpreting, applying, explaining, and reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.
13. Organizing and maintaining specialized files.
14. Maintaining confidentiality of student files and records.
15. 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.
16. Exercising tact and diplomacy in dealing with sensitive, complex, and confidential student issues and situations.
17. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, students, and the public.

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. Requires occasional travel to other locations.

TERMS OF EMPLOYMENT.

All positions within this classification are specially funded, and the duration of any position in this classification is dependent upon the continuation of funding.