



Classification Title: Transfer Center Coordinator

Department:	Student Services	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	26
Supervision Received From:	Assigned Administrator or Supervisor	Date of Origin:	11/2022
Supervision Given:	Direction and Guidance	Last Revision:	11/2022

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 by individual positions.

JOB SUMMARY.

Coordinates, organizes and oversees the daily operations, activities, events and counseling support services for the District's Transfer Center; provides information to students on programs, services and counseling provided by the Center; monitors Center budget; performs administrative support for the Center; provides direction to student workers and provides lead-level guidance to lower-level support staff; performs external and community outreach to employers, four year colleges and community groups.

DISTINGUISHING CHARACTERISTICS.

The Transfer Center Coordinator is distinguished from Student Support Specialist II by the former's responsibility for overall Center operations in coordination with the Center Director including budget monitoring and obtaining and maintaining Center resources and materials, and by its lead-level duties in assigning and monitoring the activities of student workers and lower-level staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates, organizes and oversees the daily operations, activities and services of the Center and associated computer labs and facilities; coordinates, assigns and participates in front-desk coverage; develops, maintains and manages the Center's resources, materials and library of program related information; researches and retains information on employment trends, emerging careers and educational requirements to support students in selecting academic and career paths; assists with the development of and delivers Center's workshops and orientations.
2. Provides information to students, faculty and the community on Center services, resources, policies and procedures; assists students, faculty, staff and the public on the use of specialized software and the internet for program related information searches; assists students in researching academic and career interests; interviews students, assesses needs and takes appropriate action or refers to counseling staff; assists counselors in appointment scheduling; supports program related social media, online communities, websites and forums.
3. Assesses student records and educational plans; provides technical guidance and information to students, counselors, faculty and staff regarding the interpretation of District policies, procedures, and federal/state regulations as it relates to course transfers, course equivalencies, course content and other transfer-related requirements; provides students with transfer information including deadlines, restrictions and articulation agreements; provides guidance on University of California, California State University, international and vocational schools' transfer requirements; assists students in

preparing and submitting transfer applications.

4. Coordinates new and existing university contacts and requests for District campus visits; coordinates tabling, events, informational sessions, and student interviews; coordinates transfer student campus tours and field trips including scheduling tours with individual colleges and all travel logistics; may chaperone overnight campus tours.
5. Assists in monitoring and maintaining Center budget information; identifies, purchases and maintains the Center's computers, equipment, supplies, resources and materials within approved guidelines and limits; approves and processes invoices for budget expenditures within approved guidelines and limits; maintains program tracking; assists with collecting or preparing data for program evaluation, measuring and verifying program activities, and statistical and financial reports.
6. Assists Center Director and faculty in developing, scheduling and coordinating counseling appointments and classes; oversees the administration of assessment tools and materials; assists with the development of instructional materials; generates sensitive and complex reports and documents using advanced word processing; assist in the development and maintenance of partnerships with community agencies, business/industry and local government; liaisons with local high schools, other colleges and academic institutions.
7. Plans, coordinates, organizes, implements and oversees the program related major events such as outreach fairs and seminars; updates and maintains databases of participating employers, colleges, community groups and/or vendors and collects participant fees; works with District staff to reserve facilities, tables and equipment and makes arrangements for decorations and entertainment; prepares correspondence, forms, sign-in sheets and other documents and materials; works with other District departments and staff to publicize events; coordinates and participates in event setup and cleanup; greets participants; responds to questions and assists in resolving concerns and complaints.
8. Participates in training and providing day-to-day lead work direction to lower-level staff and student workers; assigns work and ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; provides information regarding timecards, pay, absences, benefits, etc.; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.

Marginal Functions:

1. Develops and distributes correspondence, flyers, mailers and other materials to publicize center events, services, resources, orientations, workshops and other center activities.
2. Creates, maintains, and updates student files.
3. Represents the District in community and student transfer events.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS

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

Experience: Three years of administrative support experience in an educational setting.

Education/Training: Equivalent to an associate degree in business or a related field from an accredited college or university.

Licenses/Certificates: Possession of an appropriate, valid California driver's license by time of appointment.

Knowledge of:

1. Methods and practices of planning, organization, and coordination of community college transfer program.
2. Methods, techniques, and sources of information used in analyzing and evaluating student records and transcripts.
3. Common student needs, issues and concerns regarding careers, transfers, and academic success.
4. Principles, practices, concepts, and techniques used in customer service, public relations, and community outreach.
5. District graduation requirements and general education transfer requirements.
6. Federal, state, and local laws, codes, rules, regulations, and court decisions applicable to assignment and community college students.
7. Basic research methods and data analysis techniques.
8. General accounting system and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
9. Modern office practices, procedures and equipment including computers and applicable software programs.
10. Basic methods and techniques for troubleshooting and resolving computer hardware and software problems.
11. Basic principles and practices of public administration for budgeting, purchasing and recordkeeping.
12. Principles and practices of sound business communication.

Skill in:

1. Assigning and inspecting the work of student workers and lower-level staff.
2. Organizing and overseeing the day-to-day operations, activities, and services of a community college center.
3. Screening and providing information and guidance to students and the community on specialized program-related topics.
4. Communicating with employers and external organizations regarding Center programs, events, and District students.
5. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
6. Organizing, setting priorities, and exercising sound independent judgment within area of assigned responsibility.
7. Interpret, explain, and apply complex, regulations, guidelines, policies, and procedures applicable to assigned responsibilities with consistency and a high degree of accuracy.
8. Communicating clearly and effectively, both orally and in writing.
9. Preparing clear, concise, and accurate reports, correspondence, and other written materials.
10. Operating a computer, enterprise software, spreadsheet software and other standard office equipment.
11. Organizing and maintaining specialized files.
12. Maintaining confidentiality of District and student files and records.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
14. Exercising tact and diplomacy in dealing with sensitive, complex, and confidential student issues and situations.
15. 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 and stand for long periods; use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

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