



Classification Title: Student Support Program Coordinator

Department:	Multiple	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	26
Supervision Received From:	An Assigned Administrator or Supervisor	Date of Origin:	10/2024
Supervision Given:	Direction and Guidance	Last Revision:	11/2024

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 support services of a District student support program, working with diverse student populations which may include underserved/underrepresented students; provides information to students on programs, services and counseling; monitors program budget; acts as a liaison between the program and other departments, community partners, governmental agencies, or other educational institutions; acts as a resource in response to sensitive matters related to program students and their needs.

DISTINGUISHING CHARACTERISTICS.

The Student Support Program Coordinator is distinguished from other District coordinators by the former's responsibility for overall program operations, working with diverse student populations which may include underserved/underrepresented students, including budget monitoring and coordinating program resources and services to support students within the applicable program.

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, events and support services of a District student support program, working with diverse student populations which may include for underserved/underrepresented students; coordinates, assigns and participates in front-desk coverage; develops, maintains and manages the program's resources, materials and library of program related information; assists with the development of and delivers program workshops and orientations; assists in developing and maintaining a safe, culturally sensitive and welcoming environment in support of the District's commitment to diversity, equity, inclusion, accessibility and antiracism.
2. Provides information to students, faculty and the community on program 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 current and potential students with understanding and completing various forms/applications and meeting program and matriculation requirements; 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. Monitors and maintains program budget information, tracking and forecasting; calculates budget usage and fund percentages; tracks multiple funding sources; maintains separate budget and expense tracking programs based on

funding sources; runs general budget reports through spreadsheets and financial systems and calculates budgets based on fiscal cycles of the District and funding sources; may process budgetary adjustments and transfers when warranted.

4. Identifies, purchases and maintains the program'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 collection of data for or conducts program evaluation, measurement and verification activities; prepares or collects data for statistical, financial, participant and program activity reports; provides lower-level staff with information regarding timecards, pay, absences, benefits, etc.
5. Develops and maintains statistical tracking systems for the program; ensures accurate entry of student data into appropriate systems, student files and records; develops and maintains a variety of statistical records and reports; conducts studies and analyses to identify need for new programs/services and evaluate the effectiveness of current programs; assists in assessing department outcomes and student learning outcomes in applicable program initiatives.
6. 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 selecting, scheduling and providing lead work guidance to lower-level staff and student workers; assigns work to lower-level staff and ensures completeness, accuracy and conformance with District/departmental standards; provides information, guidance and training on work processes and technical procedures; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
9. Performs community outreach; conducts site visits for student recruitment; plans, schedules and hosts class, school and community agency visits to the program; coordinates travel to conferences, student field trips, workshops, activities, and retreats; develops and distributes correspondence, flyers, mailers and other materials to publicize program events, services, resources, orientations, workshops and other activities.
10. Interprets and applies applicable federal, state and program policies, procedures, and guidelines; in coordination with the Administrator/Supervisor remains current on applicable legislative decisions and developments.

When Assigned to the Continuing Education program:

11. Works closely with K-12 adult school liaisons to perform the position's duties and support the Continuing Education's Adult Education Dual Enrollment.
12. Conducts research on Continuing Education/noncredit policies, guidelines and best practices; provides updates to the Administrator/Supervisor.
13. Coordinates complex scheduling of testing, proctoring, and other activities and services that support the program objectives.

When Assigned to the Native American Resource Center, Pride Center or UMOJA program:

14. Assists Administrator/Supervisor and faculty in developing, scheduling and coordinating counseling appointments, classes, recruiting and retention activities, events and support services related to the program; oversees the administration of assessment tools and materials; assists with the development of instructional materials.
15. Opens and closes the Center following established procedures; ensures the safety and security of students and visitors.

16. Conducts site visits to District area high schools for student recruitment.

When Assigned to the Native American Resource Center:

17. Collaborates with local Tribal Nations and communities and provides resources on Tribal land; works closely with the Tribal Liaison and interfaces with Tribal Nations and Native community members to perform the position's duties.

Marginal Functions:

1. Leads program events throughout the year.
2. Educates campus community on experiences and challenges impacting underserved/underrepresented students and their ability to achieve their academic goals.
3. Participates in shared governance through service on planning and/or operations committees and task forces.
4. May chaperone trips.
5. 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: Four years of related experience working with underserved/underrepresented students or a similar population, or administrative support experience. *Alternative qualification when assigned to the Native American Resource Center:* Lived experience with Tribal Nations (preference shall be given to qualified candidates of American Indian or Alaskan Native Heritage (Federal Indian Preference Act of 1990)).

Education/Training: Equivalent to an associate degree from an accredited college or university.

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

Knowledge of:

1. Issues in higher education for diverse students of assigned program.
2. Culture and community resources for diverse students of assigned program including grants and other assistance programs.
3. Diverse educational needs of students of assigned program.
4. Outreach and recruitment techniques, methods, programs, and processes.
5. Methods and practices of planning, organization and coordination of assigned program.
6. Complex and technical processes and procedures associated with assigned program.
7. Common student needs, issues and concerns regarding careers, transfers and academic success.
8. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
9. Federal, state and local laws, codes, rules, regulations and court decisions applicable to assignment and diverse community college students.
10. Research methods and data analysis techniques.
11. General accounting system 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 methods and techniques for troubleshooting and resolving computer hardware and software problems.
14. Principles and practices of public administration for budgeting, purchasing and recordkeeping.
15. Principles and practices of sound business communication including correct English usage, grammar, spelling and punctuation.
16. College student recordkeeping practices and procedures for processing student information and interpreting input/output data.

Skill in:

1. Organizing and overseeing the day-to-day operations, activities and services of assigned program.
2. Screening and providing information and guidance to students and the community on specialized program-related topics.
3. Communicating with employers and external organizations regarding program activities, events and District students.
4. Making calculations and tabulations and accurately processing and reviewing fiscal and related documents.
5. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.
6. Defining issues, analyzing problems, evaluating alternatives, and developing and recommending solutions in accordance with laws, regulations, rules, and policies.
7. Developing and implementing appropriate procedures and controls.
8. Interpreting, explaining and applying complex regulations, guidelines, laws, codes, ordinances, policies and procedures applicable to assigned program with consistency and a high degree of accuracy.
9. Communicating clearly and effectively and conveying sensitive information, both orally and in writing.
10. Preparing clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
11. Operating a computer, enterprise software, spreadsheet software and other standard office equipment.
12. Conducting orientations and presenting proposals and recommendations clearly, logically, and persuasively.
13. Organizing and maintaining specialized files and maintaining confidentiality of District and student files and records.
14. 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.
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 and stand for long periods; use hands to repetitively finger, handle and feel computers and standard business equipment. Must be able to travel as needed between District locations and other sites.

TERMS OF EMPLOYMENT.

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