

SENIOR COORDINATOR - STUDENT SERVICES PROGRAMS

DEFINITION

Works collaboratively with the administration and faculty in order to enhance positive student experiences and outcomes through developing, implementing and administering the various aspects of a student service program. Leads program staff and oversees all program activities, including working to resolve problems and improve work processes. Communicates proactively with area school districts and college personnel on an individual basis and through oral presentations and orientations. Researches trends, collects data, prepares statistical reports and maintains accurate records.

SUPERVISION RECEIVED AND EXERCISED

Supervision received by the Vice President of College Services or management designee.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Leads program staff and oversees all program activities.

Works proactively as a liaison with community groups, non-profit agencies, businesses, and targeted schools to coordinate activities, including developing an initial plan with the associated costs for services.

Designs and delivers oral presentations; facilitates training sessions, workshops and orientations.

Creates manuals, guides and facilitation presentation materials.

Provides training to faculty, staff and students on related services.

Works in conjunction with Research and Planning to design and implement focus groups, surveys, and other research instruments.

Compiles statistics; "best practices" data; conducts research; evaluates, reports and maintains records regarding program effectiveness.

Monitors program budget.

May assist with writing grants for related student service programs by compiling data, conducting research and preparing a preliminary budget information.

Works with college staff to follow up on pending grant proposals and manage approved grants according to established procedures.

Monitors multiple grant funded programs.

Organizes program activities both on and off campus.

Maintain calendar of events; coordinate scheduling with appropriate college personnel.

Attends relevant state and federal conferences on behalf of the district.

EXAMPLES OF DUTIES (continued)

Utilizes resources and activities, initiates correspondence related to dissemination of information pertinent to program focus.

Design and maintain inventory of program brochures and materials.

Selects, trains, evaluates and maintains schedules of student workers.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Planning, organizing and coordinating activities related to program.

Program purpose, strategies and techniques to achieve goals.

Workshop and group facilitation techniques; effective dialogue and communication in a multi-cultural environment.

Proposal development, report writing and statistical analysis.

Technical aspects of the grant process.

Federal and state laws and regulations related to grant funds.

Budgetary and office management principles.

Proper distribution of program materials.

Ability to:

Work collaboratively and effectively with college departments, faculty, administration, community groups, and other external contacts as necessary to perform duties.

Ability to interpret, communicate, and apply laws, regulations, and District policies and procedures, particularly as they relate to assigned area of responsibility.

Develop, organize, coordinate and conduct program-related events and activities.

Interpret and compile statistics, conduct research, collect "best practices" data write reports, and maintain records and files.

Monitor budgets effectively.

Make independent judgments and decisions based on standard policy or procedure.

Represent Glendale Community College for various related student activities within the parameters of established guidelines.

Troubleshoot problems proactively.

Manage multiple competing priorities.

QUALIFICATIONS (continued)

Prepare and deliver oral presentations and reports.

Communicate effectively in writing and orally.

Work effectively with diverse populations.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

A combination of seven years of college-level education and work experience is required.

Education: Coursework or degree in Counseling, Social Sciences, Business Administration or other educational programs from an accredited college or university directly related to the duties to be performed.

Experience: Technical experience in state or federal student assistance or student services programs in a college environment or other work directly related to the specific duties to be performed. This experience must include at least two years of paid experience in various computer software, including word processing and financial programs.

Desirable:

Bachelor's degree in a related area from an accredited college or university.