

**STUDENT SERVICES PROGRAM COORDINATOR**

**DEFINITION**

Assists the administration and faculty in maximizing positive student experiences/outcomes by developing, implementing and administering the various elements of a student service program. Coordinates program staff and all program activities. Communicates with area school district and college personnel on an individual basis and through oral presentations. Prepares statistical reports and maintains accurate records.

**SUPERVISION RECEIVED AND EXERCISED**

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

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

**EXAMPLES OF DUTIES**

Coordinates program staff and all program activities.

Monitors program budget and develops office procedures for efficient management of all documentation connected with student programs; assesses and evaluates emerging programs.

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

Acts as liaison and coordinates with applicable agencies, businesses, community groups and targeted schools.

Organizes program activities both on and off campus.

Designs and delivers oral presentations; facilitates training and workshops.

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

Assists Research and Planning in designing and implementing focus groups and surveys.

Represents the District at relevant state and federal conferences.

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

Design and maintain inventory of program brochures, materials.

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

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Personnel and budgetary principles.

Program purpose; strategies and techniques to achieve goals.

Financial recordkeeping and office management procedures.

Public relations; group presentations; effective dialogue and communication in a multi-cultural environment.

Planning, organizing and coordinating activities related to program.

Report writing and statistical analysis.

Workshop and group facilitation techniques.

Proper distribution of program materials.

Related student services functions and resources.

### **Ability to:**

Monitor personnel and budgets effectively.

Represent Glendale College within the parameters of established guidelines.

Prepare and deliver oral presentations and reports.

Communicate effectively in writing and orally.

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

Work effectively with diverse populations.

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

Interact with college departments, faculty and administration as necessary to perform duties.

Work independently and in teams.

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.

## **EMPLOYMENT STANDARDS (continued)**

**Education:** Coursework or degree in Counseling, Social Sciences, Business Administration from an accredited college or university or other educational programs 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.

### **Licenses or Certificate:**

Valid California driver license.

### **Desirable:**

Bachelor's degree from an accredited college or university.