

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COORDINATOR OF STUDENT SERVICES

BASIC FUNCTION:

Under the direction of an area administrator and in collaboration with faculty and staff, coordinate the development, implementation, administration, internal, and external promotion (i.e., information sharing) of various programs and activities within the Office of Student Services; provide complex and responsible administrative support to assist with the administration of various programs and activities of the District; perform research and assist with or direct the efforts of various special projects as assigned; train, assign, lead, supervise, and evaluate the work of assigned clerical personnel.

REPRESENTATIVE DUTIES:

Oversee and coordinate the development, review, and production of Student Services publications and materials; along with portions of other publications, including but not limited to, class schedule, catalog, and graduation program. *E*

Assist in developing and maintaining a database of high school students and community contacts and provide follow-up services. Assure the quality and timely distribution of educational outreach materials. *E*

Assist in the development and maintenance of the Student Services websites. *E*

Assist Student Services divisions and coordinate activities related to start of each semester, including contracts, timesheets, informational packets, keys, parking permits, workshops, and flex day activities. *E*

Provide complex and responsible administrative support to assist with the administration of various programs and activities of the District; perform duties requiring specialized or extensive knowledge of the assigned area of educational administration. *E*

Organize and manage the day-to-day activities of the Student Services Office. Organize and coordinate office activities and communications between faculty, deans, and other district personnel to assure efficient, flexible, and effective office operations. Provide accountability for the day-to-day operations of the staff to the appropriate administrator. *E*

Perform research and assist with or direct the efforts of various special projects as assigned; communicate with District, County, State, and public officials to exchange or gather information; compile, arrange, and present information in written and oral form to assist with management decision making; communicate policies and procedures with faculty, administration, and staff. *E*

Coordinator, Student Services-Cont

Serve as a liaison for students attempting to resolve various Student Services issues. *E*

Develop strategies to communicate information about Victor Valley College Student Services programs and serve as a campus resource assisting in the interpretation of campus and college programs to the general public. *E*

Train, assign, lead, supervise, and evaluate the work of clerical personnel assigned to the Student Services office; complete or provide input into performance evaluations; participate in selecting student workers as requested; assure completion of clerical assignments in accordance with established time lines and approved procedures. *E*

Respond to phone calls and written correspondence regarding Student Services programs and issues on behalf of the assigned administrator; assure completion of clerical assignments in accordance with established time lines and approved procedures. *E*

Coordinate the administration of the various programs and activities within the Office of Student Services; provide complex and responsible administrative support requiring specialized or extensive knowledge of the assigned area. *E*

Coordinate communications and activities with other District departments and personnel, students, educational institutions, vendors, outside organizations, and the public. *E*

Provide information and answer questions from students, District personnel and the general public regarding District programs, policies, procedures, and regulations; relay information, messages, and directives from the administrator. *E*

Compose, type, and prepare Board actions in accordance with established formats and timelines; compile and organize appropriate background materials. *E*

Operate a computer terminal, microcomputer, and peripheral equipment to enter data, maintain records, and generate reports; utilize fax machine, fax, word processing, spreadsheet, and other software as required by the position. *E*

Maintain a variety of complex files and records often involving confidential materials; maintain confidentiality of information including information regarding Board, District, personnel, student, collective bargaining, and controversial matters. *E*

Compile information and data for reports and assist in the preparation of statistical and narrative reports; inspect documents, forms, records and other materials for accuracy and completeness; process forms and documents according to established procedures. *E*

Coordinator, Student Services-Cont

Assist with budget preparation and monitor assigned budgets and capital outlays.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization, policies, and procedures of an assigned area of education administration.

Specialized or extensive policies, procedures, objectives, and requirements of assigned programs and activities.

Principles of supervision and training.

Administrative analysis and report writing techniques.

Budget preparation, monitoring, control methods, and procedures.

District organization, operations, policies, and objectives.

Automated equipment and advanced operation procedures of word processing and spreadsheet software applications.

Applicable sections of State Education Code and other applicable laws, including the Privacy Act.

Modern office practices, procedures, and equipment.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Applicable sections of State Education Code and other applicable laws.

Interpersonal skills using tact, patience, and courtesy.

Telephone techniques and etiquette.

ABILITY TO:

Provide complex and responsible administrative support requiring specialized knowledge to coordinate the administration of various programs and activities of Student Service.

Perform research related to issues with Student Services and assist with or direct the efforts of various special projects.

Train, assign, supervise, and evaluate the work of assigned clerical personnel.

Interpret, apply, and explain rules, regulations, policies, and procedures.

Communicate effectively, both orally and in writing.

Develop and conduct oral and written presentations.

Compose and produce letters, reports, and other correspondence.

Operate a computer terminal and microcomputer to enter data, maintain records, and generate reports.

Operate a variety of office equipment such as typewriter, transcription machine, calculator, copier, and facsimile machine.

Transcribe dictation of letters and memoranda, including material of a confidential nature.

Type at 70 words net per minute from clear copy.

Coordinator, Student Services-Cont

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds.

Meet schedules and time lines.

Work confidentially with discretion.

Analyze situations accurately and adopt an effective course of action.

Make decisions in procedural matters without immediate supervision.

Complete work with many interruptions.

Operate computer terminal, typewriter, calculator, copier, and transcription equipment.

Maintain a variety of records including statistical and financial data.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in business, office administration, or related field and five years increasingly responsible experience.

WORKING CONDITIONS:

Office environment.

Position requires sitting and viewing a computer monitor for extended periods of time, hand and digit dexterity to operate a typewriter and computer keyboard, reaching, bending at the waist, and hearing and speaking to communicate and provide information to others.