

## DRAFT – March 1, 2018

### STUDENT SERVICES JOB FAMILY – STUDENT SERVICES COORDINATOR

**JOB FAMILY CONCEPT:** The Student Services job family is responsible for providing support, professional/specialized guidance, management, mentoring, and strategic planning to a specialized area of student services. Student Services roles provide services and information directly to faculty, staff, students and their families including, but not limited to, the areas of programming, diversity and inclusion, career services, advising, academic success, housing, health and wellness education, student advocacy, financial aid and scholarships, counseling, recreational services, admissions/recruiting, financial and official academic records management, registration, student related space management, student retention, and student conduct. Student Services roles must adhere to local, state and federal regulations and professional standards associated with area of service.

#### **STUDENT SERVICES COORDINATOR**

The Student Services Coordinator role provides specialized advice, coordination, guidance, and expertise for a specific student related function. This role is responsible for specialized function of the student experience. The Student Services Coordinator role typically requires professional preparation to perform essential functions. This role regularly participates in relevant professional development activities to ensure relevancy with current practices and knowledge.

The **Student Services Coordinator** role is distinguished from the **Student Services Specialist** role in that it demonstrates a level of expertise in one or more areas and is responsible for advising and guiding students and their families in a more complex area requiring professional preparation. The **Student Services Specialist** role is primarily responsible for processing and delivering information.

The **Student Services Coordinator** role is distinguished from the **Student Services Management** role in that it is primarily responsible for providing services to students and their families, and providing work direction is a secondary function of positions in this role.

#### **STUDENT SERVICES COORDINATOR 1**

##### Typical Functions

- Provides specialized services to students.
- Counsels, advises, coaches and serves as advocate for students in area of expertise within student services.
- Through discussions with students, faculty and staff identifies and resolves or refers issues as appropriate.
- Identifies the proper resources for routine and crisis referrals.
- Designs and delivers presentations, programs, and events.
- Performs outreach activities for internal and external audiences.
- Assists with assessment and reporting of programs.
- Provide direction and guidance to student groups.
- Sets and monitor strategic plan for recruitment activities or academic goals.
- Provides information on policies, procedures, rules and regulations.
- Performs student engagement/retention activities to develop students to achieve desired outcomes.
- Responsible for ensuring student safety.
- May provide supervision or work direction to students.
- May teach classes.

##### Complexity and Decision Making Authority

Provides professional support to assigned area. Resolves questions or problems within established policies and procedures, refers new or complex issues to higher level.

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### Knowledge, Skills, and Abilities

Knowledge in a specific area of specialty. Knowledge of applicable state and federal laws. Presentation skills. Excellent customer service skills. Ability to manage sensitive issues. Ability to think critically and make sound decisions. Ability to communicate effectively with diverse groups. Ability to build relationships. Ability to mentor others. Ability to use relevant technology.

### Education/Experience

Bachelor's degree and two years related experience, or an equivalent combination of education, training, and experience. Master's degree preferred. Relevant certification or credentials preferred.

## STUDENT SERVICES COORDINATOR 2

### Typical Functions

- Provides advanced specialized services to students.
- Counsels, advises, coaches and serves as advocate for students on more complex specialty area.
- Helps students find referral resources.
- Designs, plans, oversees, delivers, and assesses presentations, programs, and events.
- Teaches relevant college-level courses.
- In collaboration with other areas, performs outreach activities for internal and external audiences.
- Sets and monitors strategic plan for recruitment activities or academic goals.
- Prepares reports and assessments, and provides recommendations to management.
- Monitors activities for compliance with applicable procedures, policies, rules, and regulations.
- Develops partnerships with internal and external resources.
- Provides work direction and mentoring to students employees and student groups.
- Participates in professional organizations and may publish in professional publications.
- May have responsibility for program budget.
- May have supervisory responsibility or work direction for junior staff.
- May be responsible for on-boarding and training staff.

### Complexity and Decision Making Authority

Required outcomes are defined, but methods and procedures may vary based on judgment or precedent. Some problems do not have pre-determined resolutions and require innovative approaches to solve them.

### Knowledge, Skills, and Abilities

Advanced knowledge in a specific area of specialty. Knowledge of professional standards and applicable state and federal laws. Knowledge of teaching and training. Ability to mentor and motivate others. Advanced presentation skills. Excellent customer service and communication skills. Ability to think critically and make sound decisions. Leadership skills.

### Education/Experience

Bachelor's degree and four years related experience, or an equivalent combination of education, training, and experience. Master's degree preferred. Relevant certification or credentials preferred.

## STUDENT SERVICES COORDINATOR 3

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### Typical Functions

- Provides specialized services to students as the expert resource for the area.
- Counsels, advises, coaches and serves as advocate for students on complex issues and concerns.
- Performs advanced outreach activities for internal and external audiences.
- Identifies appropriate referral resources for students often in response to crisis management.
- Teaches advanced classes in collaboration with others.
- Designs, delivers, implements, and assesses presentations, programs, and events.
- Designs, consults on, plans, and oversees special projects.
- Develops and maintains partnerships with internal and external resources, which may include securing funding.
- Meets with supervisor and senior leadership to provide recommendations and advice on area of specialty.
- Interprets policies, standards and regulations into format others can understand.
- Enforces and monitors activities for compliance with applicable procedures, policies, rules, and regulations.
- Participates in long range and strategic planning processes for the department.
- Prepares reports and assessments, reviews recommendations made by other student services staff, provides recommendations to management, and implements new services resulting from assessments.
- Provides work direction and mentoring to students employees and student groups.
- Responsible for program budgets.
- May be responsible for facility management.
- May lead, supervise, or provide work direction for a functional area.

### Complexity and Decision Making Authority

Typically works independently on work assignments, which may include highly complex or strategic assignments, reviews progress and evaluates results updating management as appropriate. Analyzes, compares, and evaluates various courses of action and has the authority to make independent decisions on complex issues within scope of responsibility.

### Knowledge, Skills & Abilities

Expert level knowledge of specialty area. Leadership skills. Supervisory skills. Ability to think strategically and manage complex assignments. Ability to think critically and make sound decisions. Ability to prioritize the work of others.

### Education/Experience

Bachelor's degree and six years of progressively responsible experience in a relevant area, or an equivalent combination of education, training, and experience. Master's degree preferred. Relevant certification or credentials preferred.