



## ACADEMIC SERVICES COORDINATOR

**Reports to:** Varies

**Dept:** Varies

**Range:** 26

**FLSA:** Nonexempt

**EEO:** Professional/Nonfaculty

*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.*

### **BASIC FUNCTION:**

Under general supervision, plan and implement the delivery of student success programs and services in an assigned area of Instructional or Student Services. Assist students with navigating the process into college, career exploration, and completion of their educational goals; provide case management services to students; coordinate the collection, review, and analysis of data related to student success metrics; monitor and identify trends in completion of student milestones; provide coaching and interventions; maintain accurate records and ensure appropriate use of customer relationship management (CRM) system. Coordinate the design and delivery of proactive student-centered support to promote student success and equity. Act as a liaison between assigned program and other departments, community partners, industry professionals, or other educational institutions, and perform other related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

An Academic Services Coordinator is differentiated from a Program or Operations Supervisor in that incumbents in the latter classes are responsible for the supervision of full and part-time staff in an assigned department. The Coordinator has limited program budget authority.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Coordinate the day-to-day operations of assigned area; oversee recruitment, hiring, training and scheduling of students and temporary workers; assign and monitor work for completeness, accuracy, and timely delivery of services to students; monitor workflow and ensure deadlines are met; provide input to supervisor on employee work performance and behaviors.

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3. Facilitate the delivery of case-management services to students; assist with career and major research using various modalities; answer questions and explain programs, services, procedures, rules and guidelines; screen for student needs and schedule appointments with counselors and other subject matter experts; connect students to basic needs and learning support resources; elevate concerns as appropriate.
  4. Utilize customer relationship management system (CRM) to facilitate case management activities, track student progress, document student interactions, and retrieve reports; review data and analyze trends; identify students in need of intervention, and develop an intervention plan; identify needs for new programs and services, and evaluate the effectiveness of current programs and activities.
  5. Develop and implement a communication plan to deliver accurate and timely information on student progress to staff, faculty, and relevant stakeholders; disseminate information regarding changes in student academic progress and milestone completion.
  6. Assist supervisor with the development and implementation of program specific programming and service delivery; assist with the identification and delivery of program-related professional development opportunities; collaborate with other departments to develop and implement programs.
  7. Coordinate meetings including scheduling, equipment and resource procurement, and facilitation.
  8. Serve as lead event coordinator for campus-wide and community events; manage logistics of special events, large-scale projects and community outreach events; identify and liaise with employees, participants, vendors, and sponsors; work with campus facilities, campus security and other departments; troubleshoot onsite, proactively resolving issues; identify and recruit speakers.
  9. Represent the college, department, or program at events, such as college and job fairs, orientation programs, community events and outreach events targeting program-specific populations; develop and deliver workshops and presentations; develop and maintain relationships with community partners; serve as the point of contact for the program for other departments, community partners, industry professionals, and other educational institutions.
  10. Provide administrative assistance to supervisor; generate sensitive and complex reports, documents and personnel documentation; process requisitions and monitor department budgets; authorize expenditures according to established guidelines; perform a variety of complex technical and clerical work.

**OTHER DUTIES:**

1. Serve as the functional specialist for program-specific electronic databases and programs; facilitate student, faculty and staff use of systems and programs.

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2. Develop communication tools to campus community including posters, social media and other tools used to promote activities.
  3. Implement learning strategies and motivational techniques particularly as it relates to supporting students from disproportionately impacted populations in program design.
  4. Prepare and administer budgets for specific events as assigned; authorize expenditures according to established guidelines.
  5. Provide work direction to student and temporary workers.
  6. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

1. Instructional disciplines and Student Services program goals, objectives, policies, procedures and practices.
2. College assessment, matriculation and course pre-requisite policies.
3. Principles, methods, and practices applicable to the design and implementation of public relations, outreach, and marketing programs.
4. Applicable sections of the state education code and other applicable laws.
5. The district's student recordkeeping systems, including appointment setting and accessing student test information as applicable to area of assignment.
6. Modern office practices, procedures and equipment including computers and applicable software programs.
7. District organization, operations, policies and objectives applicable to assigned area.
8. Applicable federal, state and local laws, rules and regulations.
9. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
10. Basic principles and practices of employee supervision.
11. District human resources policies and labor contract provisions.

**ABILITY TO:**

1. Assign and review the work of student workers and temporary staff.
  2. Plan and implement programs and activities in assigned area.
  3. Coordinate and implement resources, services and outreach activities to recruit, retain and assist students.
  4. Oversee the day-to-day operations, maintenance, activities, and services of assigned area.
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5. Recruit and maintain a variety of community partners in order to meet program objectives and interests.
6. Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials.
7. Track statistical information utilizing complex spreadsheets and databases.
8. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
9. Set priorities and exercise independent judgment within areas of responsibility.
10. Communicate effectively, both orally and in writing.
11. Understand, interpret, explain and apply applicable laws, codes and regulations.
12. Present proposals and recommendations clearly, logically and persuasively.
13. Operate a computer and standard business software.
14. Maintain confidentiality of district and student files and records.
15. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
16. Represent the district effectively in public settings.
17. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
18. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and one year of closely related work experience in instructional or student services; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Work direction to student workers and temporary support staff.

**CONTACTS:**

District administrators, faculty, staff, students, other educational institutions, community organizations and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occasional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district business; ability to work at a computer station for extended periods on an as-needed basis, involving light, repetitive use of hands, wrists and forearms; ability to view small-font words/symbols on a computer monitor for extended periods.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily indoor office learning center or classroom environments; subject to frequent contact and interruptions by individuals in person or by phone; intermittent exposure to angry and/or verbally aggressive individuals; may be required to work evening hours on an as-needed basis; may work at any district location.