

TITLE: Coordinator, Student Success Programs

CLASSIFICATION: Classified

SALARY GRADE: C12

SCOPE OF POSITION:

Under general direction, coordinates student success initiatives for the District including retention and student equity programs through the organization and delivery of core student success and support services. Coordinates Student Success teams. Oversees program initiatives, office operations and budget support; performs data gathering and reporting; maintains customer and student relations. Coordinates with faculty and staff in programs related to student success and support. Leads the work of other classified employees in the area.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates Student Success teams for the District aimed at increasing student retention. Develops and implements programming that supports academic success, awareness and access to support services and resources, and overall student success.
2. Organizes operations of the assigned Student Success team including managing student employee tasks, troubleshooting and resolving issues, and recommends solutions related to mandated student success services.
3. Collaborates with District employees on how to welcome, engage, and guide students based on established best practices.
4. Assists in oversight and operation of enrollment & financial aid assistance, guided self-placement, and technology assistance services.
5. Interprets, explains, and provides training to student employees and staff on District policies and procedures related to equity, student success best practices, social justice, and student development.
6. May assist with administration of the student appointment and records database system, including maintaining records, accounts, and implementation requests; analyzes reports and data from various district databases.
7. Monitors student progress, maintains files for student success, and manages various statistical records for department(s) or area(s). Analyzes student data to develop intervention strategies and approaches.
8. Monitors budgets and maintains financial records, including collaboration on budget development.
9. Leads the work of other classified and short-term, non-continuing (STNC) employees in assigned area.
10. May supervise and organize the work of student employees.

KNOWLEDGE OF:

1. Student success and retention initiatives; outreach strategies and marketing techniques.
2. Business processes involved in office operations, finance and accounting, and marketing.

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KNOWLEDGE OF – Continued

3. Basic research methods, data collection and analysis, and reporting.
4. District policies, procedures, programs, resources, and services.
5. Crisis management/intervention.
6. Relevant local, state, and federal rules, regulations, policies and procedures, including the Family Educational Rights and Privacy Act of 1974 (FERPA).
7. Basic web accessibility tools and document remediation.
8. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Identify the developmental needs of students and assist with improving their knowledge or skills.
2. Interpret, apply and explain legal mandates, policies, regulations and guidelines.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous, and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree required in a closely related field.

EXPERIENCE:

2+ years of related experience in coordinating programs and implementing student support activities.

OTHER REQUIREMENTS:

- Must be able to perform physical activities, such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.
- This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.
- Position requires frequent travel to schools, organizations, and community agencies.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).