

MASTER SPECIFICATION

JOB INFORMATION

Date:	8/1/2017 3:51:48 PM
Official Title:	Coordinator Student Support Services Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 4
Scheduled Hours	
Job Code:	353248
Job Family:	Student Services

JOB SUMMARY

The Coordinator of Student Support Services develops, organizes, and delivers student assistance programs to enhance and support student life and the collegiate experience.

NATURE OF WORK

The Coordinator of Student Support Services is responsible for the oversight of student assistance programs and services, including areas such as computer systems sign on, admissions, financial aid, business office, registrar, and career services with the ultimate goal of fostering an enhanced collegiate experience. Additional responsibilities include supervising and directing the work activities of student employees assigned to the area. Job responsibilities require considerable discretion and sound judgment to deliver appropriate services to a diverse student population. Work is performed under limited supervision, working from established policies and objectives; supervisor/manager is available to resolve more complex problems. Problems faced in this position may address non-routine questions and situations, requiring investigation and/or research of precedents. Decisions may affect the management and operations of an area within a department, and may contribute to important strategy, operations, and business decisions that affect the department.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Plans, develops, coordinates, administers, executes and assesses student support services and functions.

Provides support and leadership for the development and implementation of improved student support services from conception to implementation

Provides subject matter expertise to internal and external stakeholders including but not limited to serving on campus committees, guest lectures, delivering activities, and serving as an advisor.

Participates in retention meetings with academic support staff to ensure retention and graduation goals are met.

Collaborates with other administrative and academic areas of the institution to determine needs and priorities, obtain resources, and comply departmental policies and procedures.

Supervises all assigned graduate and undergraduate student employees, which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation, and problem resolution.

Provides information for current students regarding course withdrawal, program withdrawal, academic probation, academic suspension, academic disqualification, academic grievance procedure, attendance, or other related policy and procedural matters.

Conducts research and develops policies and procedures to guide the delivery of student services in area of responsibility.

Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Bachelor's degree	Related field	X		
Additional Experience				
Check here if experience may substitute for some of the above education and describe how.				
X				
Work Experience				
<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
Minimum 6 months	Experience planning, organizing, implementing and evaluating a program	X		