



## **JOB TITLE: STUDENT SUCCESS COORDINATOR**

Classification: Classified  
Salary Range: 37

Retirement Type: PERS\*  
Board Approved: March 15, 2021

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### **BASIC FUNCTION:**

Under the direction of an assigned administrator, the Student Success Coordinator determines eligibility for a cohort-based program and provides guidance, services, access to resources, program activities, development opportunities, and a network of support to promote student academic success, enrollment persistence, and overall achievement of personal and professional career goals particularly for educationally disadvantaged, underrepresented, and/or underserved students. Leads, trains, and provides work direction to other program staff on a variety of projects, initiatives, and during special events.

### **REPRESENTATIVE DUTIES:**

Oversees day-to-day office operations, administrative functions, program activities, and student services offered through a student success program. Hires temporary workers including students and/or volunteers, as needed, to support operations. Provides leadership, guidance, and supervision to temporary workers and other personnel working within the program. Develops work schedules and provides training in the delivery of services and activities. Writes performance evaluations and sets goals and work expectations. Advises supervisor on operational, administrative, personnel, and budgetary matters as needed.

Interviews individual students and reviews student data to determine program eligibility. Interprets, applies, and explains rules, regulations, requirements, and restrictions which may be sensitive, confidential, or complex in nature. Accepts or denies admittance into program providing alternatives or referrals as appropriate. Maintains detailed notes on all student interactions.

Reviews early alerts and student files regularly to ensure eligibility is maintained within program-defined requirements. Analyzes academic progress to confirm if proceeding in accordance with student education plans. Determines if additional support or resources are needed. Intervenes as necessary to connect students with specific staff, faculty, or departments to ensure academic success and continued enrollment.

Performs a wide range of administrative duties to ensure student and program reports, records, and other materials are complete and accurately maintained according to relevant policies, procedures, laws, and regulations. Compiles data from various sources and updates District, program, and other databases/systems to track student cohorts, demographics, budget expenditures, and other program-related information. Adheres to budget guidelines and analyzes funding allocations for cost effectiveness and alignment with program services. Prepares reports for internal and external use. Completes and submits required administrative paperwork in a timely manner.

Participates in the development, implementation, and updating of program policies and procedures. Reviews and revises in-take processes, onboarding procedures, and other program-related workflows, as needed, to ensure program compliance. Develops forms, flow charts, and system requirements.

Advises current and prospective students on an individual or group basis within a specific student success program. Advises on matters concerning admissions, financial aid, registration, program eligibility, program benefits, development opportunities, career pathways, academic majors, and transfer requirements.

Evaluates student problems and provides referrals to appropriate student service offices for further assistance. Liaises with other District offices, faculty, and/or external contacts (i.e., business leaders, social service agencies, community resource centers, educational institutions, etc.) to facilitate and expedite problem resolution.

Assesses the needs of students within a specific success program. Researches, plans, coordinates, and/or leads student programs, services, workshops, meetings, and outreach events to address student needs.

Maintains regular contact with District and external agency representatives involved with individual program participants or student cohorts. Communicates regularly with students regarding pertinent program and College information. Meets with counselors to provide case management updates.

May assists with the development or maintenance of grants. Assists in gathering and sending information to the director overseeing the grant. Submits reports internally and/or externally to ensure compliance with grant guidelines.

Promotes a student success program through the design and development of informational or promotional materials in collaboration with other District offices to publicize program services and events. Prepares or updates program website, bulletins, newsletters, handbooks, policy guides, fact sheets, brochures, etc. May coordinate the production of materials by outside vendors.

Participates in committees and task forces related to program-specific or student service issues. Works on committee-assigned projects individually or collaboratively with others. Facilitates collaborative meetings with District and external partners to share program updates, discuss best practices and advance student success.

Participates in the development and administration of Service Area Outcomes (SAOs). May provide program budget projections, financial variances, historical data, and other pertinent information as needed to develop SAOs and budget requests.

Maintains currency on policies, procedures, and regulations pertaining to and affecting student success programs in addition to other related areas (i.e., admissions, financial aid, registration, articulation agreements, course and degree requirements, graduation requirements, petitions, other student services, etc.)

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up-to-date certification for CSA status.

Performs other related duties as assigned or requested.

## **JOB QUALIFICATIONS:**

### Education and Experience:

Bachelor's degree in social work, psychology, sociology or closely related field and three (3) years of progressively responsible work in student services or related student success program.

## **OTHER QUALIFICATIONS:**

### Knowledge/Areas of Expertise:

Demonstrated experience and commitment to equity, diversity, and inclusion.  
Experienced in providing effective guidance, assistance, advisement and services to students.  
Experienced in advanced participant tracking and report writing methods and techniques.  
Experienced in assisting students from multicultural, multiethnic, and underserved populations.  
Experienced in using tact, patience, and courteousness in dealing with sensitive situations.  
Knowledge of college services and/or community resources available to students.  
Knowledge of research methods and techniques.  
Knowledge of statistical record keeping.  
Knowledge of laws, rules, regulations involved in assigned activities.

### Abilities/Skills:

Ability to communicate clearly and effectively, both orally and in writing.  
Ability to develop and maintain complex budgets.  
Ability to make appropriate referrals to District or community services.  
Ability to organize, evaluate, and compile data for various governmental agencies.  
Ability to design, develop and revise policies, administrative procedures, forms, and manuals.  
Ability to establish and maintain cooperative and effective working relationships with others.  
Ability to plan and organize work for self and others.  
Ability to meet schedules and time lines.  
Ability to analyze situations accurately and adopt an effective course of action.  
Ability to organize, set priorities, and exercise sound judgment within areas of responsibility.  
Ability to organize and maintain confidential student and program reports, records, and files.  
Ability to learn department and program objectives and goals.  
Ability to exercise discretion and confidentiality when interacting with others, as appropriate.

## **WORKING CONDITIONS:**

Office setting.  
Extensive computer/data entry work.  
Extensive hours exchanging information in-person, on the telephone, and via email.  
Extended periods of standing and/or sitting.  
High volume of telephone usage.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.