

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: FIRST-YEAR EXPERIENCE COORDINATOR

SUMMARY DESCRIPTION

Under direction of the Director, Student Support Programs, oversee, plan, organize, coordinate, and review the services, activities, and operations of the First-Year Experience (FYE) program; perform a full range of administrative, programmatic, and technical duties in support of the program; coordinate assigned functions, activities, and services of the FYE program including overseeing and participating in providing students, staff, and others with specialized information, training, and assistance; and perform a full range of the more complex program support and clerical assistance duties in support of the FYE program.

DISTINGUISHING CHARACTERISTICS

The First-Year Experience Coordinator is an advanced administrative classification with incumbents performing program coordination and management duties as well as providing the more complex technical program support to the First-Year Experience program. Incumbents are assigned to perform a wide range of administrative and complex technical, program support, and clerical duties independently for the program requiring a broad knowledge of the program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in the administration of the First-Year Experience (FYE) program; plan, organize, and coordinate assigned functions, activities, services and operations of the FYE program; perform a full range of technical, program support, and clerical duties in support of the FYE program; coordinate with other departments and program areas; ensure activities and operations comply with FYE program requirements. **E**
2. Participate in the development and implementation of goals, objectives, policies, and priorities for the FYE program; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; develop and maintain forms and related policies and procedures. **E**
3. Coordinate the planning, design, and implementation of FYE program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes. **E**
4. Train and provide work guidance to assigned student workers, clerical assistants, and other staff as assigned. **E**
5. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations. **E**
6. Develop yearly calendar of events, workshops, and other schedules related to activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; ensure the timely completion of work in accordance with established policies, procedures, and standards. **E**

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7. Manage the master student participant list by tracking student counseling and peer mentor appointments and their events, workshops, and progress reports of participants; contact students who are not meeting program requirements. ***E***
8. Design, plan, coordinate, and implement events including tours, outreach, and other activities related to the FYE program; determine needs and create work orders for each event including special room layout, computer and audiovisual equipment, food services, and related items needed for events. ***E***
9. Create newsletters, flyers, and other promotional materials to keep students and instructors in the program informed of activities and guidelines; maintain retention by motivating and encouraging students that have fallen behind to work toward meeting program requirements. ***E***
10. Assign mentors the responsibility to participate in a fall personal development course including training peer mentors on their presentation skills. ***E***
11. Monitor, maintain, and participate in the administration of assigned budget; make recommendations regarding allocation of resources and expenditure of funds. ***E***
12. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment. ***E***
13. Provide assistance to other student services staff as needed. ***E***
14. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of the First-Year Experience program.

Basic principles and practices of program development, coordination, and review.

Technical knowledge of business/industry principles and practices for the First-Year Experience program.

General principles, practices, and procedures of business administration and public administration.

Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to the First-Year Experience program.

Basic principles and practices of budget preparation and administration.

Work organization and office management principles and practices.

Principles, practices, and procedures of research and report preparation.

Principles, practices, and procedures of business letter writing.

Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Principles and techniques used in public relations.

Principles and techniques of marketing and advertising.

Public speaking techniques.

Interpersonal skills using tact, patience, and courtesy.

District organization, operations, policies, and objectives.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Oral and written communications skills.

English usage, grammar, spelling, punctuation, and vocabulary.

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Ability to:

Coordinate and oversee the daily operations and activities of the First-Year Experience program; implement procedures for the day-to-day operations of assigned program areas.

Perform specialized, technical, and complex programmatic and administrative duties that require a high level of independent judgment and personal initiative.

Understand the organization and operation of the District, the First-Year Experience program, and outside agencies as necessary to assume assigned responsibilities.

Learn department and program objectives and goals.

Understand, interpret, apply, explain, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Use technical concepts and basic program management tools and techniques to coordinate the First-Year Experience program and solve complex problems in creative and effective ways.

Develop recommendations for problematic areas and implement and monitor changes.

Participate in the development and administration of policies and procedures.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning the First-Year Experience program, functions, and resources.

Coordinate and conduct workshops, seminars, special events, class presentations, orientations, and tours.

Screen, interview, and assess needs students from diverse ethnic and socio-economic backgrounds.

Determine best referral and support plan for students.

Participate in the preparation and administration of assigned budgets.

Exercise skills that emphasize collaboration, consensus building, conflict resolution, and problem solving.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, compile, analyze, and interpret data and information.

Independently compose prepare correspondence and written materials related to assigned activities.

Prepare a variety of clear and concise administrative and financial records.

Implement and maintain filing and recordkeeping systems.

Prepare calendar of events and workshops related to area of assignment.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.

Work within the policies, functions, and requirements of area of assignment.

Select, train and provide work guidance to others.

Plan, organize, and assign work to meet schedules and changing deadlines.

Adapt to changing technologies and learn functionality of new equipment and systems.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written instructions.

Work confidentially with discretion.

Work independently and effectively in the absence of supervision

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, ability status, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: an Associate's degree or two years of college level course work in business, social work, psychology, sociology, or a related field and five years increasingly responsible experience working in a social service or community service capacity or a student services-oriented role at a community college or other educational institution. A Bachelor's degree in social work, sociology, education, or other related field is desirable and may substitute for up to two years of related experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record to drive a District or personal vehicle.

DISTRICT VALUES

Incumbents in District positions are expected to 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.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.