

**DATE: JUNE 2023**  
**FLSA: NON-EXEMPT**  
**SALARY: O**  
**CBA: CLASSIFIED BARGAINING UNIT**

**RIVERSIDE COMMUNITY COLLEGE DISTRICT**  
**STUDENT SUPPORT SERVICES COORDINATOR**

**BASIC FUNCTION:** Under the general supervision of the area manager, advises program participants regarding academic, career, and personal goals, and coordinates activities associated with the assigned student support services program(s); identifies and assists individuals, including those from at-risk backgrounds, to increase enrollment, retention, and transfer rates in post-secondary education.

**PROVIDES WORK OR LEAD DIRECTION TO:** May provide work or lead direction to temporary staff and/or student workers.

**EXAMPLES OF TYPICAL JOB FUNCTIONS:**

1. Identifies and recruits eligible applicants for the program; analyzes income and other documentation to determine program eligibility; and assesses and determines participants' educational needs and academic potential.
2. Prepares and conducts career, academic and personal development workshops, and other learning opportunities, including presentations pertaining to specific program participants.
3. Coordinates and implements supplemental instruction, tutorial programs, field trips, and program activities as needed.
4. Assists participants with applications for financial aid and admissions to post-secondary schools.
5. Provides student mentorship opportunities; coordinates connections between students with professional organizations and internship opportunities.
6. Provides follow-up and advocacy services for participants transferring to four-year post-secondary schools.
7. Assists with preparing and monitoring program budgets and with the collection of data for manager's review.
8. Maintains electronic database, files, documents, and student records, and other programmatic records; prepares drafts of reports for manager's review
9. Maintains relationships with local, state, and federal agencies and program networks, as well as community leaders and various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.,
10. Refers participants to community and social assistance agencies for additional support and services beyond the scope of the program.
11. Leads and coordinates the work of tutoring staff, mentors, and hourly employees assigned to work with program participants.
12. Participates in training relevant to specific and/or grant funded programs.
13. Participates in District-provided in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
15. Performs other related duties as assigned; specific duties not listed does not exclude them from this classification if the work is similar or related.

## QUALIFICATIONS

### Knowledge Of:

1. Partnership-building techniques to support the personal, career, and academic success of students from at-risk backgrounds.
2. Educational challenges experienced by at-risk student populations and related student success and retention strategies.
3. Conflict resolution and team building strategies.
4. Research techniques typically applied to gather and compile data used to evaluate program success and make informed decisions that center student success.
5. Budget and grant management including compliance with reporting and tracking program success.
6. Microsoft Office suite programs.

### Ability To:

1. Create innovative and student-centered strategies to resolve programmatic challenges, including student success challenges, funding, or related issues.
2. Engage in creative problem solving;
3. Prioritize work tasks and work independently and effectively within a diverse, multicultural environment;
4. Establish and maintain effective working relationships with and provide customer service to persons from a variety of backgrounds and roles.
5. Have organizational skills and initiative;
6. Communicate effectively both orally and in writing and relate on a personal level with students and college personnel.

**Education and Experience:** A bachelor's degree from an accredited institution in education, liberal arts, counseling, social work, or a related field and two years of experience coordinating and implementing programs designed to assist students in enrolling in postsecondary education and experience working with students from diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.

**LICENSES/CERTIFICATIONS REQUIRED:** A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, and the community.

**CONTACTS:** College students, staff, faculty, community agencies, students, and the general public.

**PHYSICAL EFFORT:** Requires the ability to exert some physical effort, such as walking, standing and light lifting; dexterity in the use of fingers, limbs, and body in the operation of office equipment. Tasks require extended periods of time at a keyboard.

**WORKING CONDITIONS:** Provide academic and personal advice in a noisy work environment with many interruptions; organize and implement field trips; and organize and implement academic and non-academic components of the program.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.