

MARCH 2019

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: STUDENT SUCCESS COORDINATOR

SALARY TABLE: 29

SALARY RANGE: 36

BASIC FUNCTION:

Under the direction of an assigned administrator, provide a variety of outreach and support services for Enrollment and Retention Services. Coordinate a variety of outreach, recruitment, and new student orientation functions including program advisement, pre-enrollment, assistance and support services to facilitate, enhance and assure smooth and successful student enrollment at the College.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES: Develop, coordinate, and participate in a variety of community outreach and recruitment functions that include implementing and conducting recruitment and outreach activities recruitment visits, and other special events; coordinate, arrange and participate in ongoing school visits and events to recruit students and promote the College.

Monitor academic reporting systems for an early alert to students' performance and academic progress risk, thus identifying and providing timely interventions that promote academic success strategies.

Monitor the attendance, goals of participants; collaborate with students to develop and implement individual goals and strategies; assist students with enhancing a variety of skills related to student success activities; advise students concerning individual progress.

Participate in travel and conference to recruitment fairs to promote SBCC programs and services.

Recruit, train, supervise and provide work direction to assigned student and hourly workers, peer advisors, consultants or other personnel assigned to the department; coordinate and schedule work

hours and complete timesheets as assigned.

Serve as a liaison and coordinate communications and information between various departments, personnel, faculty, administrators, students, high schools, colleges and various outside agencies; collaborate with others in the development and implementation of short-term and long term student plans, goals, objectives, calendars, services and activities.

Oversee the Welcome Center. Serve as a technical resource to students, parents, faculty, and staff concerning student enrollment functions; respond to inquiries and provide detailed and technical information concerning related processes, standards, practices, requirements, timelines, policies and procedures. Assure proper and timely resolution of related issues and conflicts.

Coordinate and facilitate with initiatives that impact the Enrollment and Retention Services Department as assigned.

Coordinate the planning, facilitating, and implementation of large scale events for prospective and new students, parents, and community members to provide information about the college, application process, college support services and programs.

Prepare and conduct workshops and formal presentations for an assigned program to local community organizations, private and public schools and other recruiting sources as directed; coordinate and conduct on-campus tours for potential students and guests.

Develop and deliver outreach marketing materials, pre-enrollment packets, and event advertising; manage website outreach information and outreach calendar.

Utilize designated software to identify student needs regarding the enrollment process; analyze enrollment status of incoming students; prepare and maintain a variety of related records and reports. Coordinate the compiling of information, preparation and maintenance of records and reports related to student goals and progress.

Conduct research of student and adult population demographics and interests to enhance presentations and optimize recruitment activities. Work with the Office of Institutional Assessment, Research, and Planning to identify and understand trends.

Provide technical support for program database systems as required by the District, Federal, State, and local agencies.

Monitor inventory levels of office and assessment supplies; order, receive and maintain an adequate inventory of supplies.

Attend and participate in assigned meetings, conferences and training sessions.

OTHER DUTIES: Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF: Student guidance principles and practices Customer service Campus tours objectives Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students. Oral and written communication skills

Interpersonal skills using tact, patience, and courtesy Modern office practices, procedures, and equipment Research methods and report preparation techniques Record-keeping techniques Correct English usage, grammar, spelling, punctuation, and vocabulary Knowledge of enterprise resource program (ERP) related to student data Operation of a computer and assigned software

ABILITY TO: Participate in a variety of outreach, recruitment and new student orientation functions including program advisement, pre-enrollment, orientation and support services to facilitate, enhance and assure smooth student enrollment at the College Ability to effectively serve the needs of a diverse college work and student environment. Participate in providing consultation and assistance to prospective and current students, parents and the public concerning College admissions, enrollment, programs and services Participate in travel for outreach services Ability to work evenings and weekends when required for special events Assist program participants with obtaining and maintaining program enrollment Monitor the attendance, goals, and progress of program participants Understand and relate to students with special needs Learn department and program objectives and goals Interpret, apply and explain rules, regulations, policies, and procedures. Communicate effectively both orally and in writing and make presentations Establish and maintain cooperative and effective working relationships with others Compile and verify data and prepare reports Maintain records Compose correspondence and written materials related to assigned activities. Meet schedules and timelines. Operate a computer and assigned software

EDUCATION AND EXPERIENCE: Any combination equivalent to: bachelor's degree with major coursework in sociology, social work, psychology or related field and one year experience working with secondary and post-secondary school-aged students in an educational setting.

LICENSES AND OTHER REQUIREMENTS: Some positions in this classification may be

required to possess a valid California State driver's license. Some positions in this classification may be required to serve the College as a Designated School Official.

WORKING CONDITIONS:

ENVIRONMENT: Office environment. Driving a vehicle to conduct work Outreach and travel

PHYSICAL DEMANDS: Able to operate a computer keyboard Seeing to read a variety of materials Sitting or standing for extended periods of time Hearing and speaking to exchange information and make presentations Mobility to reach various campus locations and to conduct tours Setting up and breaking down of tables, chairs, boxes, and display cases at events Pushing, pulling, carrying objects as required Occasional lifting of large quantities of recruiting materials and display equipment that may weigh up to 25 pounds