

# Student Services Coordinator



	Student Services Coordinator I	Student Services Coordinator II	Student Services Coordinator Lead	Student Services Supervisor
<b>Grade:</b>	<b>17</b>	<b>19</b>	<b>21</b>	<b>25</b>
<b>Job Class Level</b>	Entry level clerical support involving customer service.	Fully proficient clerical support work involving customer service.	Lead work involving customer service.	Advanced level customer service work.
<b>Education (Minimum)</b>	H.S. diploma or GED	H.S. diploma or GED	H.S. diploma or GED	Associate Degree
<b>Yrs. of Experience (Minimum)</b>	1 year general office experience involving customer service	2 years general office experience involving customer service	3 years general office experience involving customer service	3 years general office experience involving customer service including 1 year lead or supervisory experience
<b>Certifications (Required)</b>	None	None	None	None
<b>Training (Required)</b>	None	None	None	None
<b>Knowledge (Required)</b>	Basic knowledge of office support procedures & practices, English language and grammar. Basic knowledge of relevant federal, state and local laws regarding financial aid. Knowledge of Microsoft Office applications and multi-line phone system.	Working knowledge of office support procedures & practices, English language and grammar. Working knowledge of relevant federal, state and local laws regarding financial aid. Working knowledge of Microsoft Office applications and multi-line phone system.	Comprehensive knowledge of programs offered, College and unit policies and procedures when dealing with the public, federal laws and College policies on visas and registrations processes. Working knowledge of English language and grammar. Proficiency with Microsoft Office applications and multi-line phone system.	Advanced knowledge of programs offered, College and unit policies and procedures when dealing with the public, federal laws and College policies on visas and registrations processes. Working knowledge of English language and grammar. Proficiency with Microsoft Office applications and multi-line phone system.
<b>Role Summary</b>	<ul style="list-style-type: none"> <li>• Entry level clerical support work involving customer assistance.</li> <li>• Perform general administrative office tasks.</li> <li>• Non-routine tasks or matters outside of guidelines are referred to a higher level for resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Fully proficient level clerical support work involving customer assistance.</li> <li>• Perform general administrative office tasks.</li> <li>• Perform tasks of a non-routine or technical nature involving some decision-making.</li> <li>• Matters outside of guidelines may be referred to a higher level for resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Lead clerical support work involving customer assistance.</li> <li>• Manage daily operations of student services staff.</li> <li>• Perform tasks of a non-routine or technical nature involving decision-making.</li> <li>• Address matters outside of guidelines by applying policies, regulations and precedents.</li> </ul>	<ul style="list-style-type: none"> <li>• First-line supervision of student services staff, programs and practices.</li> <li>• Monitor the quality of service provided by staff.</li> <li>• Address more complex matters and resolve matters outside of guidelines.</li> </ul>
<b>Level of Autonomy</b>	Under direct supervision	Under moderate supervision	Under general supervision	Under general supervision
<b>Core Functions</b>	<ul style="list-style-type: none"> <li>• Respond to e-mail, telephone and in-person queries regarding college programs, processes, services and courses.</li> <li>• Review/verify documents for completeness and accuracy.</li> <li>• Scan documents and maintain electronic files.</li> <li>• Perform data entry.</li> <li>• Supply office with forms, brochures, etc.</li> <li>• Receive and disseminate mail.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to e-mail, telephone and in-person queries regarding college programs, processes, services and courses.</li> <li>• Review/verify documents for completeness and accuracy.</li> <li>• Scan documents and maintain electronic files.</li> <li>• Perform data entry.</li> <li>• Review weekly reports and resolve inconsistencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate staff work schedules to accomplish daily operational tasks.</li> <li>• Respond to e-mail, telephone and in-person queries regarding college programs, processes, services and courses.</li> <li>• Assist students with class schedules. Verify class cancellations/re-locations and suggest alternative options.</li> <li>• Ensure classrooms are maintained.</li> <li>• Review/verify documents for completeness and accuracy.</li> <li>• Process student transfers and drops and assist with payments/refunds.</li> <li>• Track and report on grant-funded registration.</li> <li>• Ensure compliance with disability waivers.</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee student services activities at multiple campus locations.</li> <li>• Ensure staff coverage.</li> <li>• Train and evaluate staff.</li> <li>• Delegate work assignments.</li> <li>• Provide customer service support at special events.</li> <li>• Process registrations, approve and process refunds according to college guidelines.</li> <li>• Review/verify documents.</li> <li>• Resolve complex matters.</li> </ul>

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<b>Core Skills</b>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Problem solving</li> <li>• Time management</li> <li>• Communicate effectively</li> <li>• Technology literacy: office suite software, ERP software, social media</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Proactive</li> <li>• Problem solving</li> <li>• Time management</li> <li>• Communicate effectively</li> <li>• Technology literacy: office suite software, ERP software, social media</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Mentoring</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Problem solving</li> <li>• Time management</li> <li>• Communicate effectively</li> <li>• Technology literacy: office suite software, ERP software, social media</li> </ul>	<ul style="list-style-type: none"> <li>• Service orientation</li> <li>• Mentoring</li> <li>• Resource management</li> <li>• Proactive</li> <li>• Planning / coordination / organization</li> <li>• Problem solving</li> <li>• Time management</li> <li>• Communicate effectively</li> <li>• Technology literacy: office suite software, ERP software, social media</li> </ul>
<b>Core Competencies (Proposed)</b>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Respect</li> <li>• Integrity</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Respect</li> <li>• Integrity</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Respect</li> <li>• Integrity</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and thoroughness</li> <li>• Collaboration</li> <li>• Adaptable</li> <li>• Respect</li> <li>• Integrity</li> <li>• Critical thinking</li> <li>• Strive to learn</li> <li>• Communication</li> <li>• Service orientation</li> <li>• Anticipate stakeholders needs and take appropriate action</li> <li>• Professionalism</li> <li>• Leadership</li> </ul>

This document is not intended to provide a complete list of duties and responsibilities nor does it replace the Job Class Specification or Position Description. Movement through a career path is also based on position availability, funding and business need.