

## **COORDINATOR STUDENT SERVICES**

**GRADE: 10**

### **Job Summary**

Participates in and performs the more technical duties of the various one-stop student services functions. Prepares training materials and management reports. Implements training for student services staff. Positions in this classification typically have significant responsibility for the more complex student services functions and for coordinating and directing the workflow of others with consistent implementation of policies and procedures.

### **Scope**

This position works in the area of Student Services. Work contacts include administrators, faculty, students, external organizations and the general public. Equipment used includes standard office equipment.

### **Representative Duties**

Coordinates the schedule and work assignments of office staff; acts as an assistant to and may oversee department and/or evening operations in absence of supervisor; provides and interprets policies pertaining to the overall student services functions of the college including admissions, assessment, advisement, registration, fiscal functions, financial aid, veteran affairs, career planning, student activities and special needs; advises students regarding degrees, financial aid, registration and payment/refund policies; assists in the planning and organization of student services functions; responsible for training and directing the work of staff; orders and distributes appropriate student services roster; meets and corresponds with students and/or parents to resolve problems related to student services functions; may authorize and process tuition refunds; maintains contact with academic divisions in area of responsibility; maintains systems and logistics for telephone admission, advisement, enrollment and collection of fees/tuition; oversees use and proper maintenance of office equipment; may evaluate transcripts, equivalency of transfer credit and compute GPA's; may determine eligibility for graduation, certificates, special programs and financial aid; determines residency and admission status of students; monitors academic and financial aid probation/suspension status of students; may participate in student recruitment activities; may administer assessment tests; may administer financial aid programs, such as work study employment, selected scholarships or loan programs; may process documents and award financial aid to students; may certify veteran enrollments for Veterans Affairs benefits; may administer and process student loans; may prepare and reconcile reports related to enrollment, financial aid and other student services functions to comply with governmental requirements; responsible for computer processing and statistical information; implements the latest technology advancements in area of responsibility; performs related duties as assigned.