State College of Florida, Manatee-Sarasota
Job Description

Job Title: Coordinator of Student Support Services, SCF-Venice and SCF-Lakewood Ranch
Reports to: Director of Advising Services
FLSA Status: Exempt
Level: 212
Position Class:

Job Summary:
This position is responsible for providing leadership in the development, coordination, implementation and evaluation of advising programs and services which focus on the students’ comprehensive development needs. This position will manage the operational aspects of advising services at SCF-Venice and SCF-Lakewood Ranch and requires knowledge of student development theory, advising strategies, and student learning outcomes. This position will serve as the liaison for all SCF-Venice and SCF-Lakewood Ranch student support services.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Serves as point of contact and liaison for all SCF-Venice and SCF-Lakewood Ranch student support services and resolves customer service concerns.
2. Collaborates with supervisor on college-wide retention initiatives and assists with the implementation of a proactive “early warning” system for a broad range of student cohorts.
3. Collaborates with supervisor on the development, implementation review, and revision of orientations for first-time-in-college students, transfer students, and other designated groups. Establishes the SCF-Venice and SCF-Lakewood Ranch orientation schedules, coordinates the student notification process and participates as an orientation leader.
4. Supervises, mentors and evaluates advisors and staff assistants at SCF-Venice and SCF-Lakewood Ranch as assigned. Coordinates the SCF-V and SCF-LWR Advising Center schedules, approves appropriate leave requests, participates as an advisor during peak prescriptive advising and oversees Peer Assistance Center(s).
5. Coordinates and provides a full array of intentional academic and career advising strategies for specific student cohorts.

6. Facilitates and guides the development, implementation, and measurement of student learning outcomes as provided by those programs and services under the direction of the Educational and Student Services division.

7. Designs, develops, and implements curricula/programs that provide measurable student success goals as defined by College, state, and federal guidelines/mandates.

8. Coordinates and provides advocacy/conflict resolution advising and crisis intervention referrals for students in support of the College’s Student Code of Conduct and conflict resolution policies and procedures.

9. Provides monthly statistical reports to supervisor detailing advising center activities.

10. Engages in professional development activities, including but not limited to, memberships in professional organizations, attendance at conferences and workshops, division and department training meetings, and information technology skills and training sessions.

11. Assists the Director of Advising Services in designing, developing, and delivering training programs for the professional development of advising staff and assists with programs and/or training components of the Educational and Student Services division as assigned.

12. Represents the Educational and Student Services Division on the SCF portal and provides leadership with the research, development and implementation of eAdvising initiatives including on-line orientations.

13. Serves in a leadership role on various college-wide committees and advisory boards as assigned.

14. Performs other duties as assigned.

**Job Qualifications:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**

  Master’s degree from an accredited university and two or more years of related experience and/or training; or equivalent combination of education and experience.
• **Supervisory Experience:**

One or more years of direct supervisory experience are required.

• **Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Excellent English listening and speaking skills required. Spanish language proficiency is an asset.

• **Math Ability:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

• **Computer Skills:**

To perform this job successfully, an individual should have basic knowledge of word processing software, spreadsheets, Internet, e-mail system, and PowerPoint software. Must become efficient with current college database software and other college required software within one month of hire.

• **Certificates and Licenses:**

None required.

**Responsibility for People and Property:**

Supervises a staff assistant and student development advisors

**Responsibility for Communication:**

• **Internal Contacts:**

This position has routine contact with students and all levels of SCF staff and faculty.

• **External Contacts:**

This position has routine contact with the general public, prospective students and college/university representatives.
Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, sit, and use manual dexterity. The employee is required to walk, reach with hands and arms, climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color, depth perception and ability to adjust focus.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend
College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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