



Job Description

Job Title: Academic/Communications Coordinator

JTC: CL7

Salary Range: N02

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Coordinates daily student communication operations of the department. Provide academic guidance to all program participants (grant-funded and/or other district-based program).

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledgeable of academic programs. Ability to utilize computer technology to gather data, generate reports, maintain records, and communicate with others.

Able to design, develop, and coordinate activities involving recruitment, enrollment, retention, transfer, and follow-up.

Ability to deal effectively with a variety of individuals from diverse backgrounds. Works with coworkers to get task accomplished.

Ability to interpret and apply administrative, departmental, and grant/program policies.

Oral and written communication skills to interact with persons from diverse backgrounds. Strong knowledge and experience providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 20 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's Degree plus two (2) years of experience. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for on-going and continuous communication with the general student population in the program as well as the "at risk" student population via different mediums such as email, telephone, flyers, correspondence, etc. Assess academic skills and interprets program service needs.



Responsible for developing, implementing and maintaining partnerships with students for educational careers, financial, and other related service needs. Develops and implements a student communication plan and may develop handouts, brochures, advertisement, and other promotional/informational materials.

Provides on-going student communication and serve as a liaison with campus and community agencies to provide referrals, resources, and other student support services. Coordinates, develops, and implements student recruitment activities/events in support of program goals/objectives. Conducts student interviews to gather information and assess service needs.

Responsible for designing, layout, and coordination of production of marketing information for various workshops and other internal communication for program participants. Coordinates grant services with existing college services.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provide excellent customer services to clients.

Performs related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.