



Job Description

Job Title: Program Services Coordinator

JTC: CS3

Salary Range: N04

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

Develop a comprehensive student services program by coordinating programs involving recruitment, enrollment, course planning, implementation of activities, seminars and other events presented for student and participants.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of career development, learning strategies and developmental education programs, following established policies and guidelines. Experience meeting and interviewing students to gather information to assess service needs. Plan and implement special projects and coordinate a variety of department activities and services to better serve and extend existing services to specific student population served.

Ability to identify problems and review related information to develop and evaluate options and implement solutions following district policies and procedures. Knowledge of principles and methods of program development and interpretation.

Establishes and maintains partnerships with students and service providers for educational, career, and related program and service needs. Demonstrated ability to work effectively and collaboratively in a diverse work environment. Experience in networking across departments and programs.

Ability to create and provide periodic reports indicating services provided, students served, and student assessments. Ability to organize workflow, manage multiple projects and handle frequent interruptions and changes. Demonstrated ability to make decisions confidently and wisely.

Knowledge of academic research, presentation and publication process. Experience with program evaluation, online and web-based tools to support program and advising initiatives. Must have excellent customer service experience.

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. Work may involve the moving or lifting of light to moderately heavy equipment or materials.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associates degree and four (4) years of work-related experience. Official transcripts will be required. Must have valid driver's license for off-site travel. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. workday during heavy registration peak times. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Planning and implementation of programs and curriculum development for a specific student population. Designs, directs, schedules, teaches and evaluates classes, seminars and workshops regarding college access, college success, financial aid, financial literacy, career exploration and test preparation. Adheres to strict student confidentiality guidelines.

Coordinates event logistics, including registration, presentation spaces, materials and event evaluations. Provides academic advisement and planning to a specific student population assigned utilizing a variety of resources provided by DCCCD, community organizations, and other colleges, universities and related organizations.

Plans and implement special projects and coordinate a variety of department activities and services to improve existing services. Participates in recruitment activities, registration, drop/add/withdrawal functions, and coordinates new student orientations and/or orientations as they relate to the department's purpose and services provided.

Coordinates and provides program introduction meetings, workshops and/or seminars which include developing associated material to promote and inform as they relate to the specific student population served.

Gathers and analyzes data and prepares reports related to the assigned student population caseload. Monitors specific budget allocations, including grant budgets. Assists in the solicitation of grant funds to further extend services to the specific student population served. Prepares communications to promote student success programs, events, activities and initiatives.

Performs other 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.