

JOB TITLE: Student Success Coordinator

DEPARTMENT: ECC Rolla

LOCATION: Rolla

REPORTS TO: Director, Rolla

FLSA: Exempt

LEVEL: 204

DATE: 7/8/21; 2/24/20; 11/7/14

POSITION SUMMARY: Provide supervision of Student Success Center staff in the learning/testing centers at Rolla; provide confidential counseling and related services to assist students at Rolla in selecting and achieving educational and career goals; work with students who are disabled or have documented illness/condition that qualify them for special services within the classroom; responsible for overseeing and delivering student academic support and retention initiatives at Rolla.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree in counseling; two years Counseling related work experience; experience in working with individuals with disabilities; supervisory experience

ESSENTIAL TASKS: *(Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor).*

- Provide supervision of learning support staff (including student workers) in the Student Success Centers at the Rolla site under the direction of the Director, Rolla.
- Develop, implement, and monitor the procedures and processes of the Student Success Centers, library resources, and courier services for the Rolla site and ensure that all activity promotes a professional and student-focused learning environment.
- Work in conjunction with the Executive Director, Learning Center and Academic Support and the Retention Coordinator to ensure that college wide programming and policies are implemented appropriately in the Student Success Center in Rolla.
- Provide onsite support for students experiencing difficulties through short-term personal counseling and referral to appropriate community and campus resources.
- Recruit, hire, schedule, train, mentor, and evaluate qualified tutors in Math, English, Science, and additional subjects as needed at the Rolla site. Conduct consultations for continuing student workers and track each student tutor's progress towards certification.
- Provide onsite support for Rolla faculty and staff, regarding students with disabilities, Access Services, and ADA.
- Oversee outreach efforts to enhance the learning environment and supplemental instructional needs at ECC Rolla, including classroom visits, workshops, and presentations.
- Coordinate instructional assistance requests and needs at ECC Rolla.
- Assist with recommendations for installation and maintenance of computer software and other equipment and supplies for the Rolla learning/testing centers.
- Manage the collection and maintenance of usage statistics and tutoring records in the Rolla Student Success Center.
- Plan, prepare, and provide onsite coordination for additional services to support the learning environment at ECC Rolla. This may include but is not limited to retention projects and sessions to support Falcon seminar coursework.
- Teach 1 – 2 hours of Falcon Seminar per semester.
- Work in conjunction with and receive regular training from the Director of Advising & Counseling to ensure compliance with college wide policies regarding Access Services at Rolla.
- Provide onsite support for Rolla faculty and staff, regarding students with disabilities, Access Services, and ADA.
- Provide crisis intervention services and serve on the ECC Behavioral Intervention Team with ongoing case management at Rolla.
- Assist with the assessment process including scheduling and administering placement tests at Rolla.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), Title VII, Title IX, ADA and other applicable laws pertaining to employment and education; understanding of Counseling services and resources; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; ability to develop collaborative relationships; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple projects; ability to perform all essential functions using safe work methods and following safety regulations relating to job; understanding of developmental education programs and tools related to community colleges.

LEADERSHIP and COMMUNICATION SKILLS: Ability to respond meaningfully to the needs of individuals with respect and sensitivity; ability to exchange ideas, information, and opinions with others; ability to give instructions or assignments others; arrive at decisions, develop conclusions, or develop solutions; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to effectively train, evaluate and develop staff members; ability to handle personnel issues in a highly confidential manner; ability to direct, manage, or lead others; establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; may develop and administer operational programs and responsible for short-term and long-term planning.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; may work evenings and/or weekends; Available to travel locally and regionally to participate in meetings, conferences, and other activities related to the position duties.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting and/or travel to meetings; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*