

Job Description

Position Title: Coordinator, TRiO Student Support Services

Job Family: Instructional Support

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The TRiO Student Support Services Coordinator oversees grant-funded program initiatives designed to support students in underserved populations who are pursuing post-secondary degrees, including students who are first-generation, low-income, or have a documented disability. The Coordinator serves as a primary point of contact for participant recruitment, onboarding, and comprehensive academic advising and mentoring. Additionally, this position plans specialized workshops, career exploration events, and educational field trips while assisting with the supervision of student employees to ensure grant objectives and retention goals are met.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates academic advising, general and selective admissions, assessment and testing, career services, and financial aid processes. Organizes new student, and initial enrollment processes, orientation, and registration.
2. Uses a strategic and consultative coaching approach, traveling across all PCC campuses; asks high-impact questions to understand the student's top performance challenge (academic or personal), identify its root cause, co-create solutions, and implement a custom action plan designed to improve performance and help students reach their short-term/long-term academic, personal, and professional goals.
3. Monitors student academic progress; analyzes confidential student information; identifies issues and discrepancies and formulates recommendations for appropriate action based on findings. Researches and recommends resolutions for technically difficult and complex student issues and concerns.
4. Builds rapport and trust with students to create a connection and develop supportive relationships that inspire students' belief in themselves, a sense of belonging, and promote student persistence and retention.
5. Develops, promotes, and presents workshops and resources on topics including financial literacy, culture, career, and academics to internal and external stakeholders.
6. Plans and coordinates recruiting events and workshops; utilizes program knowledge to promote services and recruit prospective participants; develops marketing materials and social media content to recruit and inform prospective students and community stakeholders.
7. Develops, coordinates, and executes student university and educational travel, and partners with in-state and out-of-state university college tours and info sessions.
8. Participates in the development, implementation, and coordination, of program goals, objectives, and activities

9. Partners with team members, faculty, student affairs, learning support and other various departments to develop, modify, and support targeted student success efforts.
10. Coordinates annual student achievement recognition event and activities.
11. Responds to requests for information from faculty, staff, students, and community stakeholders.
12. May supervise student peer mentors and other support staff.
13. Ensures confidential student data entry into multiple databases; maintains hard and digital copies of student files and reports; adheres to records management practices.
14. Compiles and reviews data for reporting purposes; prepares Annual Performance Report to Grant Services and Department of Education; participates in Internal Monitoring Review and A-133 State Audit and budget maintenance
15. Assists in the development and monitoring of program budgets; monitors grants, writes proposals and participates in grant development
16. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge of advising and counseling practices
4. Knowledge of data principles and methods for promoting programs and services
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in project management principles, processes, and techniques
9. Skill in budget/resource management
10. Skill in public speaking
11. Skill in analyzing data and drawing conclusions
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
13. Ability to develop and maintain effective and positive working relationships

Supervision:

- Provides lead work, advises and/or guides students or temporary workers. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required
 - Master's degree in closely related field of study preferred
 - Up to One (1) year of related program experience required
 - One (1) to Three (3) years of related experience preferred
 - Bilingual Spanish/English preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours
- Pre-employment Background Check required
- Valid AZ Driver's License required