

COORDINATOR, PROMISE+PLUS PROGRAM

DEFINITION

Under general supervision, plans, organizes, and coordinates the operations and activities of the California Promise Program, referred to at Mt. SAC as Promise+Plus Program which is state funded and designed to provide various support services to first time college students, including assistance with books and supplies, and grants designed to help students develop and complete their educational goals. The Program Coordinator provides routine administrative and operational support for assigned projects and/or programs; coordinates and plans education and outreach efforts; provides information and assistance to students and the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial personnel. May exercise technical and functional direction over and provide training to assigned staff.

DISTINGUISHING CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating the Promise+Plus Program projects, services, and/or activities. Incumbents at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, using a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of state legislation and regulations, and guidance and communication from the California Community College Chancellor's Office. This class is distinguished from the Associate Dean, in that the latter has overall responsibility for all functions, services, and activities related to the program.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Leads, trains, and provides orientation to staff; coordinates and implements projects, activities, and events to assist in accomplishing program goals.
2. Develops and designs program marketing and promotional strategies.
3. Establishes and maintains partnerships to effectively recruit potential students, assist with development of related activities.
4. Provides support services regarding program eligibility and requirements, registration, and other student services policies and procedures.
5. Tracks and verifies student eligibility, term-to-term progress, and monitors student needs.
6. Plans, organizes, coordinates, and/or assists with campus activities.
7. Develops, coordinates, and facilitates workshops and events; participates in the development of assessment tools for activities, recommends evaluation and assessment tools resulting in modifications for programing improvements.
8. Maintains accurate and detailed files, researches discrepancies, prepares statistical reports related to program activities and effectiveness, and records information in compliance with applicable regulations, policies, and procedures.

9. Assists in developing the program and event budget; orders supplies, materials, and equipment; provides reports to the managerial staff.
10. Participates in the development and implementation of policies and procedures for assigned specialized student services.
11. Provides administrative assistance and operational support to assigned program and/or project; composes, types, edits, and proofreads a variety of documents.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of students.
3. Practices and procedures related to planning, coordinating, and implementing programming.
4. Principles and practices of program administration, including budget development, administration, and accountability.
5. Basic principles and practices of developing and designing flyers, informational pamphlets, and other documents; public relations communications, including social media and marketing techniques, digital and printed.
6. Principles, practices, and techniques of providing educational and social co-curricular programs, events, and services, specific to student engagement and first year college students.
7. Research and reporting methods, techniques, and procedures.
8. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
9. Modern office practices, methods, and computer equipment and applications.
10. Record keeping policies and procedures according to the College and Chancellor's Office guidelines.
11. Principles of training and providing work direction.
12. Effective principles, practices, and techniques interacting with the public and basic public relations.
13. Techniques for effectively representing the College in contacts with diverse governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Maintains and updates departmental files and websites; enters and updates information.
5. Participate in the development of goals, objectives, policies, procedures, and work standards of assigned programs and/or projects.
6. Make presentations to students, staff, administrators, and the community.
7. Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and College policies, procedures, and regulations.
8. Compose and prepare correspondence, flyers, and other written materials independently.
9. Establish and maintain record keeping and tracking systems to encompass student eligibility and receipt of specific services.
10. Organize own work, set priorities, and meet critical time deadlines.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Learns and applies emerging technologies as necessary, to perform duties in an efficient, organized, and timely manner.
13. Stay abreast of public perceptions and concerns relating to the programs and services.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education, social sciences, human services, public administration, or a related field; and
2. Two (2) full time equivalent years of experience related to program or project coordination providing services to a diverse population.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR

2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office and student center environment with moderate to loud noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023