COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Coordinator of Student Support
POSITION NO.	501025
LOCATION	Lincoln Campus
REPORTS TO	Executive Director of Workforce Development Operations
GRADE CBA #	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Part time and clerical support staff as necessary
LIMITATION (if applicable)	
REVISION DATE	February 2018

JOB SUMMARY:

To coordinate the daily operations and support students in the areas of registration, records maintenance, scheduling, billing, and collections for CCRI's Workforce Development division. Contribute to the efficient and effective operation of workforce development programs to support the mission of the division.

DUTIES AND RESPONSIBILITIES:

- Develop systems that are consistent with the mission of Workforce Development.
- Serve as the enrollment manager for the Division, responsible for, but not limited to, managing the credit and non-credit student enrollment process, issuance of non-credit transcripts, approval/awarding of CEU's and evaluating, testing and implementing student system updates.
- Work in partnership with other College Departments (including but not limited to Enrollment Services, Bursar's Office, Controller's Office, and Information Technology) to ensure optimal service to all Workforce Development students and seamless coordination with internal departments.
- Oversee the division's frontline operations ensuring the ability to respond to student inquiries in an efficient and effective manner.
- Design processes that help support effective and efficient management of the division's operations.
- Provide excellent customer service to students, staff, visitors, business and industry customers and program partners.
- Implement strategies to ensure that Workforce Development staff is an efficient, proactive, customer-focused team, committed to results and continual quality improvement.
- Register students enrolling in Workforce Development open enrollment, contract and grant-funded classes and programs.
- As necessary, assist students having course selection and/or scheduling problems.
- Manage and coordinate the continuous maintenance of all CWCE records and related computer reports for students and contracts.
- Assist with development of ad hoc reports as directed.
- Review payment processing as well as other Workforce Development Office activities regarding receivables to assist with development of improved procedures and methods.
- Design and implement collection procedures and policies, to include, but not limited to, distribution of pre-collection notifications and reminders for the division.
- Together with the Bursar, refer unsuccessful collection problems to the College's collection agency and coordinate related activities between the agency and the division.
- Assist with the development of Workforce Development course and program schedules:
    - build courses and associated fees into Banner
    - assign room locations
    - arrange for necessary equipment and educational supplies.
- Provide information regarding students' registration status, refunds, academic standing, withdrawals, and course/program content to other offices as needed.

- Responsible for the implementation of the admissions process for workforce development programs.
- Provide general advice to potential students regarding College policy, Workforce Development programs and financial aid alternatives.
- Evaluate credentials submitted by applicants for admission to the College and make recommendations regarding admissibility; assist students with course selection.
- Actively participate in information exchanges with representatives of other college departments (particularly OES, Bursar's Office, Bookstore, and IT) to promote Workforce Development programs and activities.
- Contribute to the reevaluation and implementation of registration, scheduling and records procedures and policies for the Division.
- Train and supervise permanent and/or temporary staff; manage workload of support staff and coordinate other student-related operations.
- Resolve problems that may arise at other Workforce Development registration locations regarding enrollment, scheduling and record keeping.
- Manage the cancellation process for Workforce Development classes based on set criteria; ensure that students and instructors are contacted in a timely manner; process reschedules and refunds as needed.
- Process teaching and non-teaching authorization forms as needed.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.
- Other related duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:
Personal computer, typewriter, telephone, fax machine, copy machine, calculator

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- High school diploma or equivalency
- At least 8 years of experience
- At least 1 year of hands-on student information systems experience working with the Banner and Argos
- Advanced experience using Microsoft Office suite
- Experience coordinating day-to-day activities in a workforce development office
- Must possess strong organizational and interpersonal skills
- Must be able to understand and maintain the confidentiality of all transactions
- Ability to respond to employees, state agency personnel, students, employers, general callers, etc., in a polite, sensitive and competent manner
- Willingness to work evenings and weekends as needed

PREFERRED QUALIFICATIONS:
- Bachelor's Degree
- At least 2 years of related field experience
- Associate's degree
- At least 4 years of experience
- experience with Accounts Receivable activities
- Experience working in an institution of higher education
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All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.