



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Coordinator for Student Support
<b>POSITION NO.</b>	501778
<b>LOCATION</b>	Providence Campus
<b>REPORTS TO</b>	Executive Director of Workforce Development
<b>GRADE/CBA #</b>	PSA 12
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week; some evening and weekend work may be required; holidays on occasion.
<b>SUPERVISION</b>	May supervise clerical staff; instructors, trainers, consultants
<b>LIMITATION (if applicable)</b>	
<b>REVISION DATE</b>	February 2018

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**JOB SUMMARY:**

With the VP and Executive Director, promote offerings and direct the development of workforce initiatives with employer, industry and community partners. Assist with workforce development efforts, including, but not limited to, customized training in business and industry; regional workforce development programs; and professional/career training programs. Identifying funding opportunities; coordinating support services for workforce development students; and function as an active liaison between business, industry, community partners and academic departments. Establish and develop business and industry partnerships and keep current with the workforce needs of the region in order to provide relevant programs and services.

**DUTIES AND RESPONSIBILITIES:**

- Prepare contract specifications, proposals and marketing relating to open enrollment such as Pharmacy Technician, Veterinary Assistant, EMT or Department of Corrections programs.
- Interview, hire and evaluate instructors; prepare appointment letters indicating course, schedule and pay rate, and initiate appropriate payroll documents.
- Oversee the building of course offerings into the automated Student Information System (Banner) through the Office of Enrollment Services.
- Oversee the ordering of books and other materials for classes; arranging for their delivery.
- Coordinate the setting up of registration and registering students for classes, including preparing paperwork and completion of certificates when applicable.
- Present students with certificates of completion at on-site ceremonies. Customize or develop new programs as required.
- Oversee CWCE programs as directed, including but not limited to supervising others and overseeing workflow to meet deadlines and ensure customer satisfaction.
- Participate in writing grant proposals.
- Set up training workshops for CCRI faculty who teach for CWCE in order to familiarize them with work site issues and worker learning styles.
- Manage and execute all aspects of CWCE's email marketing initiative in adherence with technical, branding, and style standards.
- Responsible for content development, campaign and project management.
- Work collaboratively with CWCE staff and other college departments to write, execute and measure ROI and analysis of email and digital communications performance for marketing campaigns that support recruitment and retention of students.
- Support and assist the Executive Director of CWCE Operations and the Vice President of Workforce Development with partnership and business development activities of CCRI's workforce development efforts.
- Maintain current knowledge of state educational (K-16+), economic and workforce development needs, goals, initiatives in order to provide relevant programs and services in accordance with the mission, core values, and purposes of the college.

- Assist the Vice President of Workforce Development in the college's workforce development initiatives related to building and maintaining relationships with local employers, government, non-profit agencies, and economic development organizations, and forming training partnerships and programming to meet the respective needs of these key stakeholders.
- Collaborate with partners including CCRI faculty and staff and external stakeholders to identify funding to support workforce development programs including grants, contracts and partnerships. Develop funding proposals.
- Undertake strategic projects and initiatives (research, reporting, software testing, etc.) as assigned by the Vice President of Workforce Development and Executive Director of CWCE Operations.
- Stay current with changes in industry sectors particularly as it relates to workforce development and training needs.
- Promote CCRI's workforce development and training programs at internal and external meetings/events as requested.
- Recruit participants for noncredit and credit programs; coordinate referral programs and support services available to employees/students.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others in a diverse and inclusive environment.
- Perform other duties as assigned.

**LICENSES, TOOLS, AND EQUIPMENT:**

Mainframe and personal computers, telephone, fax and copy machines.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree in related field
- Must have experience working with representatives from business and industry
- Computer spreadsheet, database and word processing experience
- Knowledge of automated student information system
- Familiarity with CCRI and its programs
- Exceptional interpersonal and communication skills
- Must be an energetic self-starter, comfortable working in a busy, diverse environment
- Incumbent must be a poised, professional and energetic with a positive and confident demeanor

**PREFERRED QUALIFICATIONS:**

- Master's degree in related field

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.