

Roanoke Higher Education Center

Position Description

Job Title: **Student Services Coordinator**
Date: January 2025
FLSA Status: Non-Exempt
Department: Academic and Student Services
Reports To: Student Services Manager

SUMMARY

The Student Services Coordinator works collaboratively to facilitate success for students from various backgrounds and with different needs. This position requires assisting in designing, delivering, and evaluating multiple support programs to help students become more engaged learners, persist in their academic work, and complete programs. The programs, services, and resources housed in the Student Success and Career Centers provide advice and assistance to students facing various academic, technical, and career challenges.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provide academic advisement, career counseling, coaching, and problem-solving support for students;
- Help students develop academic skills, set goals, and identify resources;
- Oversee tutoring services and career workshops;
- Develop and implement programs and services to enhance student learning and development;
- Facilitate connections between students and local industries for internships and job placements as directed by supervisor;
- Coordinate educational, networking, and social programs that integrate academic & career development as directed;
- Prepare reports and regularly communicate the progress, outcomes, and direction of work to the Student Services Manager;
- Collaborate with member institutions, faculty, staff, and external partners to align resources with student needs;
- Works as a “team player” with all RHEC staff to meet the expectations of the students, members, and the community, showing respect for individual diversity and
- Maintains a safe and secure work environment through knowledge and application of building security, safety rules, and procedures.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibility.

JOB KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent knowledge, skill, and/ or ability. Reasonable accommodations may be made to enable individuals with disabilities to perform basic functions.

- Ability to create new relationships and build trust with students
- Excellent interpersonal, customer service, organizational, planning, verbal, and written communication skills are required.
- Well-developed oral, written, telephone, and digital communication skills
- Ability to analyze, review, and comprehend data
- Must have the ability to handle sensitive and confidential information
- The position requires demonstrated poise, tact, and diplomacy and the ability to work with individuals of varied backgrounds and capabilities

EDUCATION AND/ OR EXPERIENCE

- Bachelor's Degree in student affairs, social work, counseling, or a related field.
- 2-3 years of related experience in academic advising, coaching or counseling.
- Proficiency with Microsoft Office Suite.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

PHYSICAL DEMANDS

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to sit, possess manual dexterity, and be able to talk and hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.