

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> New Student Programs Coordinator			<i>Approval Date:</i> March 29, 2007
<i>Level:</i> G	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0752	<i>Approved by:</i> College President

GENERAL DESCRIPTION

Coordinates and provides comprehensive new student support to ensure student success from first semester through program graduation. Presents orientation sessions, ensures understanding of, and ability to use, HawkNet and uses technology to keep students informed of dates, events and actions. Coordinates the new student support program with the First Year Experience faculty and Student Services departments to ensure student retention and success, as well as program improvement.

KEY RESPONSIBILITIES		% OF TIME
1.*	Develops, implements, assesses, and coordinates all new student programs using multi-media approaches. Conducts continuous program improvement strategies.	25%
2.*	Creates and conducts multi-media orientation sessions. Teaches HawkNet skills, evaluates CPT scores, assists students in developing first semester course schedule and in registering through HawkNet.	20%
3.*	Creates and publishes electronic newsletter through HawkNet to disseminate information to new students, including important dates and events, and actions students must take.	15%
4.*	Develops and maintains website for new student information.	10%
5.*	Hires, trains, and schedules a staff of student orientation assistants.	10%
6.*	Prepares annual assessment of new student orientation programs. Prepares statistical, analytical, and narrative reports to be used for program improvement and retention data analysis.	10%
7.	Serves as liaison among all Student Services departments to ensure the needs of new students are met as quickly and smoothly as possible. Coordinates with First Year Experience, as appropriate.	10%
8.	Performs other similar and related duties as assigned.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Formal Education:</i>	Bachelor's Degree required; Master's degree in an appropriate discipline preferred.	
<i>Work Experience:</i>	3-5 years experience in related field.	
<i>Planning:</i>	Plans events that will occur during the year and have some effect on the department's annual expenditures and/or revenues. The primary scope of planning activities in this position affects the department or equivalent.	
<i>Impact on Budgets:</i>	Provides support advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget.	
<i>Impact of Decisions:</i>	Moderate responsibility for making recommendations or decisions which typically affect the entire department.	
<i>Complexity:</i>	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies and/or precedents used in combination. Analytical ability and inductive thinking are required.	
<i>Decision Making:</i>	Independent judgment is required to study previously established, often partially relevant guidelines; plans for various interrelated activities; and coordinating such activities within a work unit or while completing a project.	
<i>Problem Solving:</i>	Answers are usually found by reviewing relevant literature and college administrative procedures and modifying them for unusual situations.	
<i>Communications with Others:</i>	Requires regular internal contacts to carry out programs and to explain specialized matters or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. Requires regular personal contact with the public. Requires excellent interpersonal communication and presentation skills.	
<i>Supervision of Others:</i>	Involves responsibility or authority for the direction of others on a continuous basis. Will occasionally supervise others when serving as a designee.	
<i>Job-Related Knowledge:</i>	Requires entry-level knowledge of theories and practices in Student Development. Writes reports using technical data requiring considerable interpretation, developing new methods and procedures. Knows policies and procedures and can recommend a course of action based upon these guidelines, modifying existing methods, procedures, or forms as necessary. Computer skills must include knowledge of spreadsheets and database applications, web and presentation design, and publishing applications.	
<i>Innovation/Creativity:</i>	Work requires developing imaginative and complex methods, procedures, products or systems. This is an important part of the job and results generally affect the college.	
<i>Working Conditions/Physical Effort:</i>	Typically standing, walking, and making presentations; occasional lifting of 25 lbs. or less; occasional sitting or stooping.	