SUMMARY OF POSITION:

Under direct supervision of the Dean of Counseling and Special Programs, to perform a variety of specialized duties in support of the student success plan. Will require some evening, weekend, or off-campus work.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from other classified positions with its broader responsibility for coordination in a variety of duties. This paraprofessional classification is the primary coordinator in the areas of outreach (New Student Outreach and Orientation) and in-reach (Basic Skills and Early Alert) programs.

SUPERVISION EXERCISED:

Exercises supervision over a limited number of student employees.

EXAMPLE OF DUTIES & RESPONSIBILITIES:

When assigned to outreach (New Student Outreach and Orientation):

- Maintain relationships and ongoing communication with local high schools (administrators, counselors and career specialists).
- Support Ohlone College staff/faculty to provide recruitment information at various off-campus events.
- Coordinate outreach to local high schools by scheduling/planning high school visits, application workshops and campus tours; plan Ohlone’s annual High School Conference and serve as the campus liaison for the Fremont/Newark College Night.
- Coordinate all aspects of the Orientation Program in consultation with Counseling Faculty including: Freshman Orientation Days, on and off-site orientations, parent orientation and Welcome Days; and scheduling counselors and Peer Mentors as required for these activities.
- Coordinate and/or support orientations for new students.
- Coordinate the Peer Mentor Program by overseeing the selection, hiring, training and scheduling of all of the Peer Mentors.
- Coordinate all on-campus tours for potential students.
- Oversee and coordinate with web team and consult with the Counseling Faculty to update Ohlone webpages relating to orientation, outreach and the Peer Mentor program.
- Assist with ongoing assessment, research and program review in consultation with the Counseling faculty for orientation, outreach and Peer Mentor programs.
• Work with Admissions, the Counseling Department and IT staff to insure that orientation data (including, but not limited to, participation and/or exemption, and completion of initial Education Plan) is properly uploaded into ERP system.
• Research, develop and maintain specialized statistical and operational reports.
• Respond to in-person and email inquiries regarding orientation and outreach programs, and direct to individuals and departments as appropriate.
• Answer phone line and respond to voicemails.

When assigned to in-reach (Basic Skills and Early Alert):
• Work with counselors to identify key information for students in Basic Skills and ESL classes related to campus services and success strategies. Schedule class visits and conduct presentations each semester.
• Follow up with instructors, Basic Skills staff, tutors, Learning Centers, etc. to ensure students are aware of and have access to campus support services.
• Monitor the campus Early Alert system and direct faculty/student requests to appropriate resources (counselors, administrator, Director of tutoring, financial aid, etc). Work with IT to communicate and troubleshoot issues with the Early Alert system.
• Maintain and update a variety of records and documents relating to Early Alert and Basic Skills presentations. Update College webpages, provide training and information about using Early Alert, and prepare reports (statistical and narrative) of related activities.
• Work with assessment staff and instructors to validate placement tests on a regular cycle.
• Work with instructors and IT to identify cut scores and create appropriate coding when new classes that require placement testing are created.
• Communicate with other administrators, personnel and faculty to coordinate activities and programs, resolve issues and conflicts and exchange information; support staff and faculty in providing success and student services information at a variety of on-campus locations.
• Train and provide work direction to student workers.
• Operate a computer and assigned software programs; operate other office equipment as assigned.
• Attend and conduct a variety of meetings as assigned.

OTHER JOB RELATED DUTIES:

Perform related duties and responsibilities as required.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, a valid California driver’s license and have a satisfactory driving record.

EXPERIENCE AND EDUCATION GUIDELINES: Any combination of experience and education that would likely provide the required knowledge and abilities qualifies. A typical way to obtain the knowledge and abilities would be:
**Education:** A Bachelor’s degree or equivalent, preferably in a field applicable to Higher Education or other related fields.

**Experience:** Minimum of three years professional experience in college student affairs or academic success programs.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**
- Student development theory;
- Developing and implementing student support programs;
- Planning, organization, coordination and implementation of an Early Alert program;
- Student Success program guidelines;
- Assessment test validation and reliability;
- Oral and written communication skills;
- Applicable laws, codes, regulations, policies and procedures;
- Interpersonal skills using tact, patience and courtesy;
- Large-scale event planning;
- College educational programs and courses of study;
- Programs and processes related to enrollment in higher education institutions;
- Effective recruitment, and retention tools and strategies;
- Techniques of advising, interviewing, decision making;
- Modern office procedures;
- Principles and practices of supervision and training;
- English usage, spelling, grammar and punctuation;
- Principles of data collection and report preparation;
- MS Office, Internet research and social media.

**Ability to:**
- Develop relationships with various constituent groups;
- Communicate clearly and concisely, both orally and in writing;
- Coordinate the activities of an effective program;
- Interpret and explain program and College policies and procedures;
- Respond to requests and inquiries from the public;
- Plan, organize, coordinate and conduct presentations to a diverse audience;
- Plan, organize, and execute program activities;
- Carry out tasks in the absence of supervision;
- Be creative, adaptable, and open to new ideas in a changing environment;
- Keep statistical records;
- Prepare clear and concise reports;
- Plan, organize, coordinate and implement aspects of the Early Alert program;
- Train and provide work direction to student workers;
- Operate a computer and assigned office equipment;
- Analyze situations accurately and adopt an effective course of action;
- Meet schedules and time lines;
Work independently with little direction;
Establish, maintain, and foster positive and harmonious working relationships with those contacted with in the course of work.

Skills to:

• Operate modern office equipment including computer equipment and software including database programs.

**SPECIAL REQUIREMENTS** Essential duties require the following physical abilities and work environment:

Ability to work in standard office environment, travel to off-sites, and perform light physical lifting/moving. Will require some evening, weekend, or off-campus work.

All Tentative Agreements must be ratified as part of the entire collective bargaining agreement by both the CSEA members and the Board of Ohlone Community College District.

Revised and Presented: 01/17/2014; 01/31/2014; 02/20/2014; 04/29/2014; 01/06/2015; 02/06/2015
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Ohlone Board approved: 04/09/2014 and 6/14/14

For CSEA:  

For District:  

[Signatures]