



POSITION ANNOUNCEMENT

Coordinator – Success Center

Applications are being accepted for Coordinator – Success Center. This position is responsible for providing oversight of academic support services that promote student success. Continuous assessment and review of services are a vital part of this position in assuring that quality academic support services are in place to meet the needs of the student body. This requires ongoing communication and collaboration with Deans, faculty members, tutors, students, and other college personnel. The Coordinator supports the retention of all students with a special focus on students who have been referred for services or have requested additional academic support.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Requires a Bachelor's degree in counseling, student services or academic field with at least 1 year experience working in post-secondary education setting, Master's degree preferred.

Necessary Knowledge, Skills, and Abilities:

- Excellent written and oral communication skills.
- Demonstrated ability to work collaboratively with diverse groups of people.
- Excellent time management skills
- Experience presenting workshops, seminars, and training sessions.
- Computer proficient in Microsoft Word, Excel, Access, PowerPoint, and ability to learn various SCT Banner technologies.
- Ability to become familiar with FERPA & ADA.

A complete job description is attached.

Interested candidates should submit an application, cover letter, and updated resume in Word or PDF format, to careers@northweststate.edu using subject line "Coord – Success Center"

For a complete listing of current Employment Opportunities, visit www.northweststate.edu and click on "Careers at NSCC."

Office of Human Resources
Northwest State Community College
22600 State Route 34
Archbold, OH 43502
EOE M/F/D/V

Northwest State Community College is an Equal Opportunity Employer and educator that does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services.

In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 10/17/2019



POSITION TITLE: Coordinator - Success Center

DEPARTMENT: Student Services

SUPERVISOR: Vice President – Institutional Effectiveness & Student Success

GRADE LEVEL: 12 Month Non-Teaching Faculty, Professional Unit

GENERAL PURPOSE

This position is responsible for providing oversight of academic support services that promote student success. Continuous assessment and review of services are a vital part of this position in assuring that quality academic support services are in place to meet the needs of the student body. This requires ongoing communication and collaboration with Deans, faculty members, tutors, students, and other college personnel. The Coordinator supports the retention of all students with a special focus on students who have been referred for services or have requested additional academic support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate the college's early warning system. Respond to warnings, assess student needs, work with faculty and provide students with information about academic options, campus and community resources.
2. Coordinate and facilitate the processes for students on academic probation and academically suspended students to return to campus.
3. Coordinate all operations of the Student Success Center.
4. Oversee all student workers employed in the Success Center area including clerical office assistants and student tutors.
5. Recruit new tutors, conduct tutor orientation, and facilitate the implementation of all individual and small group tutoring services.
6. Coordinate make-up testing service, Graduation Assessment testing, Rhodes State Consortium on-campus testing, and test proctoring for NSCC alumni attending other institutions.
7. Coordinate e-Tutoring, NSCC's online tutoring service. This include close collaboration with the Ohio eTutoring Coordinator as well as other institutional coordinators across the state of Ohio.
8. Coordinate the college's five walk-in tutoring labs, including recruiting and staffing.
9. Maintain up-to-date records and reports on Success Center services.
10. Assist Accessibility Services Coordinator in addressing ADA student needs and accommodations.
11. Act as a liaison in providing information and referrals to students, faculty, and staff.
12. Collaborate with student services staff and other college personnel to develop, promote, and expand services that impact student success.
13. Participate in college committees.
14. Other similar duties as assigned.

QUALIFICATIONS

Education and Experience:

- Requires a Bachelor's degree in counseling, student services or academic field with at least 1 year experience working in post-secondary education setting, Master's degree preferred.

Necessary Knowledge, Skills, and Abilities:

- Excellent written and oral communication skills.
- Demonstrated ability to work collaboratively with diverse groups of people.
- Excellent time management skills
- Experience presenting workshops, seminars, and training sessions.
- Computer proficient in Microsoft Word, Excel, Access, PowerPoint, and ability to learn various SCT Banner technologies.
- Ability to become familiar with FERPA & ADA.

SUPERVISION EXERCISED

Student workers and tutors

RESPONSIBILITY FOR PUBLIC CONTACT

Position will have frequent contact with current NSCC students and NSCC instructors / staff.

PHYSICAL DEMANDS

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

WORK ENVIRONMENT

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