

COORDINATOR OF HIGH SCHOOL PROGRAMS AND SERVICES JOB DESCRIPTION

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 20

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

The Coordinator of High School Programs and Services coordinates the provision of enrollment services for dual credit programs, to include program recruitment, student admission and registration, and transition activities. Supervises assigned staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises various aspects of the enrollment process for dual credit programs, including high school relations, student admission and registration, and matriculation of dual credit students to Texas Southmost College.
- Coordinates recruitment events and activities at local middle schools and high schools to promote dual credit programs to students and parents.
- Facilitates dual enrollment student application and registration processes and adheres to registration, admissions and program policies and procedures as they relate to the dual enrollment programs and populations.
- Maintains records in accordance with state, federal, and institutional regulations, and provides accurate data for submission of state and federal reports dealing with dual credit programs.
- Coordinates the submittal of admission documentation for dual credit students with ISD staff, and provides assistance in the determination of student eligibility for enrollment in college courses.
- Coordinates special events and activities for dual credit programs on the TSC campus such as campus tours, arena registration, and new student orientation.
- Oversees the course scheduling process for dual credit course sections, working with high school partners and college departments to ensure the accuracy and currency of all information related to the scheduling of dual credit courses.
- Assists with the establishment of goals and objectives in support of the strategic plan for the High School Programs and Services.
- Assists in the budget development for the High School Programs and Services office.
- Assists in the development of the program outcomes for the High School Programs and Services office, monitors assessment of those outcomes, and develops plans of action for improvement based on the assessment of those outcomes.
- Travels regularly to various locations in Cameron and Willacy counties to fulfill position responsibilities. May travel outside the college's service area to attend special events on a limited basis.

- Assists with preparation and presentation of professional development training for ISD faculty and staff on topics related to dual credit programs.
- Orients, trains, and evaluates assigned employees on College policies and relating to dual credit programs.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the High School Relations and Community Outreach functional areas.
- Assists with the process for systematic review and evaluation of dual credit programs per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.
- Demonstrated knowledge of the dual enrollment and community outreach functional areas and the administration of such functions.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding financial aid.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments

and projects.

- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups, as needed.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university or 10 years of direct experience working in dual enrollment or community outreach functional area in a college or university setting.
- Minimum of two (2) years of administrative experience in dual enrollment or community outreach programs in a comprehensive community college or university.
- Experience working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

CERTIFICATES AND LICENSURES

- Valid Texas driver's license or ability to obtain within 90 days of hire.

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. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 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 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. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Notes:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

HR Representative: _____ Date: _____

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas / Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a bachelor's degree from an accredited college or university or 10 years of direct experience working in dual enrollment or community outreach functional area in a college or university setting?
 - Yes
 - No
3. *Do you have a minimum of two (2) years of administrative experience in dual enrollment or community outreach programs in a comprehensive community college or university?
 - Yes
 - No
4. *Do you have a valid Texas driver's license or ability to obtain with ninety (90) days?
 - Yes
 - No
5. Do you have experience working effectively in a team environment with a customer service focus?
 - Yes
 - No
6. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
 - Yes
 - No