



Cañada College ♦ College of San Mateo ♦ Skyline College

SparkPoint Coordinator

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

SparkPoint at Cañada College (SPCC) provides students and community members with financial coaching and education that lead towards financial stability. By serving as a resource center that supports college connections and completion, SPCC is part of the comprehensive student services available at Cañada College and provides individuals with the opportunity to achieve financial self-sufficiency by increasing income, building credit, reducing debt and growing savings. Committed to social justice and equity, SPCC targets financially and academically underrepresented students and actively collaborates across departments within the college and within a comprehensive network of service providers at the regional, state, and national levels. SPCC is also part of the United Way of the Bay Area (UWBA) initiative that seeks to provide personalized financial coaching, as well as, programs that assist families move up the career ladder, build assets and manage their credit.

Under direction of the SparkPoint Center Director, the SparkPoint Coordinator for SPCC is part of the Counseling team within the Student Services Division. The Coordinator assists in the planning, coordination, and implementation of SparkPoint services such as, but not limited to, special events and activities that support financial literacy and education, data collection, student employment and college success; managing the data collection for all SparkPoint services utilizing Efforts to Outcomes (ETO), an online data collection system; serving as the lead financial coaching trainer for financial coaches; maintaining a library of materials and online resources related to financial literacy and education; supporting food pantry efforts; working with individuals one-on-one by providing personalized financial coaching and in groups by leading financial workshops, informational activities and class presentations; assisting individuals with accessing and obtaining public benefits; connecting students to employment services; providing other services and activities that support student retention and success; and providing back up for SparkPoint services as needed.

Public contact is extensive and can include students, staff, other educational institutions, community and business representatives, governmental agencies and the general public, for the purpose of exchanging program information and services. A high degree of judgment and the ability to work both independently and as a member of a team is required to adequately represent the college, the division and the program. The Coordinator is responsible for designing program components and services. Consequences of errors in judgment can be costly in public relations and in employee time; however, management controls limit the risk of more serious consequences. Because services need to be available to evening students, the work schedule will include at least one day with hours into the evening. The Coordinator can lead the work of student assistants, and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Serves as the 1) primary coordinator for SparkPoint services at Cañada College; 2) data collection manager for SparkPoint activities, and 3) Financial Coaching Lead/Trainer.
2. Exchanges information with students, staff, other educational institutions, community and business representatives, vendors, governmental agencies and the general public regarding SparkPoint services, eligibility requirements, policies, timelines, required forms and other information
3. Travels to various off-site locations to confer with high schools, adult schools, community service organizations, governmental agencies, businesses and other entities, and to recruit students.
4. Coordinates SPCC Food Pantry efforts including, supervising students, coordinating staffing, ordering food, and maintaining quality controls.
5. Makes presentations to small and large groups as a program and college representative
6. Participates in planning and implementation meetings with college and outside groups and representatives
7. Plans, conducts and participates in tours, job fairs, and program services in conjunction with management, faculty and other staff
8. Coordinates logistics and establishes timelines, required materials, online support services, facilities, publicity and other program and event needs
9. Plans joint events with other college departments and programs, and with outside business and community representatives
10. Serves as liaison between student program participants and various instructional and student services departments
11. Clarifies language on student forms and printed information;
12. Refers students to community, business, governmental and other resources
13. Conducts follow-up to determine student needs and available program services
14. Directs and coordinates the work of student assistants, test proctors and other staff as assigned
15. Assists students in determining existing job skills and the skill requirements of various career opportunities
16. Coordinates the administration of career assessments and diagnostic surveys
17. Meets with potential employers to identify current and future job placement opportunities, and to develop and modify jobs to provide suitable employment for students and other program participants

18. Coordinates introductions and follow-up for student internships and job placements
19. Refers students to career and other counselors, instructional programs and to other college offices as appropriate
20. Researches and compiles statistical, narrative, financial, demographic and other data for regular and special reports to track program participation, recruitment effectiveness, student follow-up, retention and transfer rates, program evaluation criteria, career resources and job availability, employer profiles, and other information
21. Enters, modifies and retrieves online data
22. Uses a variety of software to compose, format and prepare correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials
23. Sets up and maintains confidential and other files
24. Plans and coordinates lay-out, graphics, photography and other artwork, editing, printing, multimedia enhancements, web page information, distribution and other services in conjunction with other staff, students and/or vendors as appropriate.
25. Performs other related duties as assigned

C. Requirements

1. Bachelor's degree in business administration, sociology, human resources, or a closely related field
2. Successful experience of increasing responsibility in an educational, financial, social services, human resources or related area
3. Previous experience in financial literacy and/or education
4. Extensive public contact experience that has demonstrated respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
5. Experience with program planning, implementation, and evaluation
6. Experience with training and leading the work of others
7. Experience with research, formatting, assessment and preparation of data for reports and other materials
8. Experience with the use of a variety of computer software to track and monitor data
9. Demonstrated skills in oral and written communication, including public speaking
10. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
11. Demonstrated skill in working as part of a customer service team
12. Committed to social justice and change
13. Ability to work flexible hours and evenings

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires individual, small and large group interaction; patience, tact and sensitivity; good memory and attention to details; multiple-tasking and prioritization; flexibility and adaptability; data analysis and comparison; oral and written communication; and team work in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of SparkPoint services, financial coaching/credit counseling, financial aid and related college services available to underrepresented student populations on community college campuses
2. Knowledge of applicable and available community, business, governmental and educational resources including public benefits and financial resources
3. Ability to develop and implement financial literacy programs designed to serve students' needs related to financial education, academic success and career mobility
4. Ability to continually update financial literacy knowledge and train financial coaches
5. Ability to implement and maintain SparkPoint data collection using electronic database (Efforts to Outcomes) including training and quality control
6. Skill in oral communication, including public speaking
7. Skill in written communication
8. Skill in short- and long-range program and event planning, program and event implementation, coordination and evaluation
9. Skill in interviewing, assessment and evaluation
10. Skill in sensitive, respectful and effective communication of people of diverse cultures, language groups and abilities
11. Skill in establishing and maintaining effective and efficient working relationships
12. Skill in research, compiling and formatting a variety of data for reports
13. Skill in use of the Microsoft Office Suite and web-based content management systems
14. Ability to multi-task in fast-paced diverse setting
15. Must be able to work with faculty, students, staff, academic community and the public with tact, discretion and courtesy
16. Ability to work effectively as part of a customer-service team