



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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# PROGRAM SERVICES COORDINATOR

A Classified Position

[Grade 27 – Salary Schedule 60](#)

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### A. General Statement

Under direction, the Program Services Coordinator assists in the planning, coordination, and implementation of such services as homestay and residential placements of international students, working with college international admissions and support staff regarding prospective and accepted students, support current and prospective program participants, develop pre-arrival orientation, calling residences and families for prospective homestay placements, matching and placing students in shared housing in local apartments, internal communication for invoicing, communicating housing confirmations, cancelling rooms or apartments when changes come up, changing reservations when students request extensions or early checkout, helping students in emergency situations outside regularly work hours. 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 independent judgment and creativity is required to adequately represent the college and program, to serve as a technical resource person for the program, and to design original 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. The Program Services Coordinator can lead the work of student assistants, proctors, 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. Exchanges information with students, staff, other educational institutions, community and business representatives, vendors, governmental agencies and the general public regarding a variety of college programs, services, eligibility requirements, policies, timelines, required forms and other information
2. Travels to various off-site locations to confer with community service organizations, governmental agencies, businesses and other entities to develop housing alternatives for international students.
3. Makes presentations to small and large groups as a program and college representative
4. Participates in planning and implementation meetings with college and outside groups and representatives

5. Plans, conducts and participates in program services in conjunction with management, faculty and other staff
6. Coordinates logistics and establishes timelines, required materials, online support services, facilities, publicity and other program needs
7. Plans joint events with other college departments and programs, and with outside business and community representatives
8. Serves as liaison between student program participants and various instructional and student services departments
9. Interprets language on student forms and printed information;
10. Refers students to community, business, governmental and other resources
11. Conducts follow-up to determine student needs and available program services
12. Directs and coordinates the work of student assistants, test proctors and other staff as assigned
13. Assists students in determining housing opportunities
14. Meets with potential business partners to identify current and future housing opportunities, and to develop suitable housing options for international students and other program participants
15. Coordinates introductions and follow-up for suitable housing placements
16. Refers students to international support staff, counselors, instructional programs and to other college offices as appropriate
17. Researches and compiles statistical, narrative, financial, demographic and other data for regular and special reports to track program participation, housing program placement effectiveness, student follow-up, retention, program evaluation criteria, housing availability, and other information
18. Enters, modifies and retrieves online data
19. Uses a variety of software to compose, format and prepare correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials
20. Sets up and maintains confidential and other files
21. 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.
22. Performs other related duties as assigned

### **C. Requirements**

1. Associate's degree in business administration, sociology, human resources, or a closely related field
2. Successful experience of increasing responsibility in an educational, social services, human resources or related area

3. 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
4. Experience with program planning, implementation, and evaluation
5. Experience with training and leading the work of others
6. Experience with research, formatting, assessment and preparation of data for reports and other materials
7. Experience with the use of a variety of computer software to track and monitor data
8. Demonstrated skills in oral and written communication, including public speaking
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

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 specific program and related college services available to students and other potential participants
2. Knowledge of applicable and available community, business, governmental and educational resources
3. Skill in oral communication, including public speaking
4. Skill in written communication
5. Skill in short- and long-range program and event planning, program and event implementation, coordination and evaluation
6. Skill in interviewing, assessment and evaluation
7. Skill in sensitive, respectful and effective communication of people of diverse cultures, language groups and abilities
8. Skill in establishing and maintaining effective and efficient working relationships
9. Skill in research, compiling and formatting a variety of data for reports
10. Skill in use of the Microsoft Office Suite and web-based content management systems
11. Ability to work effectively as part of a customer-service team

(12/2015)