



# El Camino College

## Student Success Coordinator

(Student Support Services/Guardian Scholars Program)



### ABOUT THE ROLE

The Guardian Scholars Student Success Coordinator will help create a welcoming and supportive environment for current and former foster youth at El Camino College. The position supports students to reach their full potential and achieve their academic, personal, and career goals. The Guardian Scholars program promotes self-advocacy by establishing meaningful connections and a support network within the El Camino College campus community.

**\*\*This position is contingent upon available categorical funding\*\***

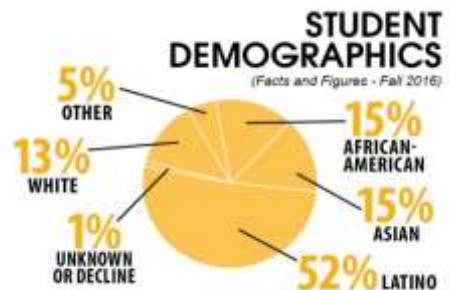
### MISSION STATEMENT

El Camino College makes a positive difference in people's lives. We provide innovative and excellent comprehensive educational programs and services that promote student learning, equity, and success in collaboration with our diverse communities.

### ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is situated on a beautiful and spacious 126-acre campus near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

As a comprehensive two-year college, El Camino College serves thousands of students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC's commitment to educating its racially and socio-economically diverse student population including students with disabilities, veterans, working parents, and evening students. El Camino College provides many opportunities for students to succeed with hundreds of students transferring each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs.



# STUDENT SUCCESS COORDINATOR

(Student Support Services/Guardian Scholars Program)

**Division:** Student Support Services

**Posting Closing Date:** 10/21/22

**Req:** C2223-124

**Position Type:** Classified

**\*\*This position is contingent upon available categorical funding\*\***

## REPRESENTATIVE DUTIES

Oversees day-to-day office operations, administrative functions, program activities, and student services offered through a student success program. Hires temporary workers including students and/or volunteers, as needed, to support operations. Provides leadership, guidance, and supervision to temporary workers and other personnel working within the program. Develops work schedules and provides training in the delivery of services and activities. Writes performance evaluations and sets goals and work expectations. Advises supervisor on operational, administrative, personnel, and budgetary matters as needed.

Interviews individual students and reviews student data to determine program eligibility. Interprets, applies, and explains rules, regulations, requirements, and restrictions which may be sensitive, confidential, or complex in nature. Accepts or denies admittance into program providing alternatives or referrals as appropriate. Maintains detailed notes on all student interactions.

Reviews early alerts and student files regularly to ensure eligibility is maintained within program-defined requirements. Analyzes academic progress to confirm if proceeding in accordance with student education plans. Determines if additional support or resources are needed. Intervenes as necessary to connect students with specific staff, faculty, or departments to ensure academic success and continued enrollment.

Performs a wide range of administrative duties to ensure student and program reports, records, and other materials are complete and accurately maintained according to relevant policies, procedures, laws, and regulations. Compiles data from various sources and updates District, program, and other databases/systems to track student cohorts, demographics, budget expenditures, and other program-related information. Adheres to budget guidelines and analyzes funding allocations for cost effectiveness and alignment with program services. Prepares reports for internal and external use. Completes and submits required administrative paperwork in a timely manner.

Participates in the development, implementation, and updating of program policies and procedures. Reviews and revises in-take processes, onboarding procedures, and other program-related workflows, as needed, to ensure program compliance. Develops forms, flow charts, and system requirements.

Advises current and prospective students on an individual or group basis within a specific student success program. Advises on matters concerning admissions, financial aid, registration, program eligibility, program benefits, development opportunities, career pathways, academic majors, and transfer requirements.

Evaluates student problems and provides referrals to appropriate student service offices for further assistance. Liaises with other District offices, faculty, and/or external contacts (i.e., business leaders, social service agencies, community resource centers, educational institutions, etc.) to facilitate and expedite problem resolution.

Assesses the needs of students within a specific success program. Researches, plans, coordinates, and/or leads student programs, services, workshops, meetings, and outreach events to address student needs.

Maintains regular contact with District and external agency representatives involved with individual program participants or student cohorts. Communicates regularly with students regarding pertinent program and College information. Meets with counselors to provide case management updates.

May assist with the development or maintenance of grants. Assists in gathering and sending information to the director overseeing the grant. Submits reports internally and/or externally to ensure compliance with grant guidelines.

Promotes a student success program through the design and development of informational or promotional materials in collaboration with other District offices to publicize program services and events. Prepares or updates program website, bulletins, newsletters, handbooks, policy guides, fact sheets, brochures, etc. May coordinate the production of materials by outside vendors.

Participates in committees and task forces related to program-specific or student service issues. Works on committee-assigned projects individually or collaboratively with others. Facilitates collaborative meetings with District and external partners to share program updates, discuss best practices and advance student success.

Participates in the development and administration of Service Area Outcomes (SAOs). May provide program budget projections, financial variances, historical data, and other pertinent information as needed to develop SAOs and budget requests.

Maintains currency on policies, procedures, and regulations pertaining to and affecting student success programs in addition to other related areas (i.e., admissions, financial aid, registration, articulation agreements, course and degree requirements, graduation requirements, petitions, other student services, etc.)

Serves as a Campus Security Authority (CSA) for Clery Act reporting requirements. Maintains up-to-date certification for CSA status.

Performs other related duties as assigned or requested.

## **JOB QUALIFICATIONS**

### Education and Experience:

Bachelor's degree in social work, psychology, sociology or closely related field and three (3) years of progressively responsible work in student services or related student success program.

## **DESIRED QUALIFICATIONS**

- Experience working with foster youth in higher education
- Experience utilizing technology to deliver student support services
- Experience with program reporting and assessment.
- Demonstrated commitment to equity, diversity, and inclusion.

## **OTHER QUALIFICATIONS**

### Knowledge/Areas of Expertise:

Demonstrated experience and commitment to equity, diversity, and inclusion.

Experienced in providing effective guidance, assistance, advisement and services to students.  
Experienced in advanced participant tracking and report writing methods and techniques.  
Experienced in assisting students from multicultural, multiethnic, and underserved populations.  
Experienced in using tact, patience, and courteousness in dealing with sensitive situations.  
Knowledge of college services and/or community resources available to students.  
Knowledge of research methods and techniques.  
Knowledge of statistical record keeping.  
Knowledge of laws, rules, regulations involved in assigned activities.

#### Abilities/Skills:

Ability to communicate clearly and effectively, both orally and in writing.  
Ability to develop and maintain complex budgets.  
Ability to make appropriate referrals to District or community services.  
Ability to organize, evaluate, and compile data for various governmental agencies.  
Ability to design, develop and revise policies, administrative procedures, forms, and manuals.  
Ability to establish and maintain cooperative and effective working relationships with others.  
Ability to plan and organize work for self and others.  
Ability to meet schedules and time lines.  
Ability to analyze situations accurately and adopt an effective course of action.  
Ability to organize, set priorities, and exercise sound judgment within areas of responsibility.  
Ability to organize and maintain confidential student and program reports, records, and files.  
Ability to learn department and program objectives and goals.  
Ability to exercise discretion and confidentiality when interacting with others, as appropriate.

#### **WORKING CONDITIONS**

Office setting.  
Extensive computer/data entry work.  
Extensive hours exchanging information in-person, on the telephone, and via email.  
Extended periods of standing and/or sitting.  
High volume of telephone usage.

**CLOSING DATE:** Friday, October 21, 2022

**SALARY:** (\*Step A) \$5,487 per month.

*\*Salary increases are granted on the first day of the month following each year of service, until step F is reached.*

Employees contribute 8% of their earnings toward the Public Employees Retirement System (PERS).

#### **CONDITIONS OF EMPLOYMENT**

This is a full-time, twelve-month position subject to a probationary period. The standard work week is 40 hours of scheduled duty per week of not more than five consecutive work days, in-person Monday through Friday, 8:00am – 5:00pm. Schedule may vary to include hours outside of the normal work schedule and weekends depending on operational need.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit proof of COVID Vaccination, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

## ADA ACCOMMODATIONS

Applicants with disabilities requiring special accommodations must contact the ADA Compliance Officer at least five (5) working days prior to the final filing date: [ADA Job Applicant Accommodation Request \(maxient.com\)](https://www.maxient.com/ada-job-applicant-accommodation-request)

## BENEFIT HIGHLIGHTS

### Health, Life, Dental and Vision Insurance

The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental, and vision insurance is available, toward which both the College and the employee contribute.

### Sick Leave and Disability

Paid sick leave is granted equal to one day for each month of service. Sick leave days may be accumulated indefinitely. Rather than State Disability Insurance.

### Retirement

Full-time employees contribute a percentage of their regular salary to the Public Employees Retirement System (PERS) and Social Security. Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.

### Summer Work Hours

During the summer, employees work eight 32-hour work weeks with full pay.

## TO APPLY

An applicant must submit the following by the closing date:

1. Online application: <http://www.elcamino.edu/jobs>
2. Cover letter describing how applicant meets the qualifications.
3. Résumé including educational background, professional experience, and related personal development and accomplishments.
4. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE PDF** document.

**Foreign Transcripts:** Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>.

**IMPORTANT NOTE:** Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. ***You may check the status of your application online.***

If you need assistance you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at [hr@elcamino.edu](mailto:hr@elcamino.edu).

Due to the large volume of calls received on closing dates, we highly recommend that you **do not wait** until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (pacific standard time).

**FOR FURTHER INQUIRIES OR APPLICATION MATERIAL SUBMISSION QUESTIONS, CONTACT:**

**El Camino College**  
**HR Service Partner**  
Martha E. Lopez  
310-660-3593, Ext. 5809  
[melopez@elcamino.edu](mailto:melopez@elcamino.edu)  
16007 Crenshaw Boulevard  
Torrance, CA 90506

**JEANNE CLERY ACT COMPLIANT**

*In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, El Camino College has published Annual Security Reports and all required statistical data, which can be found on the Police Department webpage at [www.elcamino.edu/about/depts/police/cleryact/index.aspx](http://www.elcamino.edu/about/depts/police/cleryact/index.aspx). These publications include Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the Police Department and in select locations on campus. Upon request, the Campus Police Department can provide or mail out copies of this publication. Contact them at 310-660-3100.*

**EL CAMINO COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER**

*The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.*