

University of Houston – Clear Lake

Position Description

Job Title: **Coordinator, Student Assistance Center**

Job Code: **3566**

Pay Grade: **020**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree	Master's degree in College Student Development, Higher Education Administration, Management, Counseling or other related field.
Experience	Two years experience as a Counselor, Advisor, or Service Provider.	Bi-lingual skills. Some experience in a higher education setting, especially in the areas of Financial Aid, Admissions, Records, and Cashiers.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Coordinator is responsible for assisting in the management and on-going development of a comprehensive program of student and alumni services offered through the Student Assistance Center. The Coordinator, under the direction of the Assistant Director, will help oversee the daily operations of the Student Assistance Center. The Student Assistance Center will also provide support and services for students enrolled and/or attending off-site locations. Thus, some travel and weekend and/or evening work will be required.

Duties and responsibilities	% Time
Provide technical information and assistance to students and other constituencies by employing expertise in the areas of cashiers, financial aid, student accounts, student records and registration. Employ professional judgement and decision-making skills to meet students' service needs. Manage all service-related inquiries. Analyze status of student records using in-depth knowledge of university policies and procedures.	45
Resolve complex problems, develop and implement crisis intervention strategies using professional counseling techniques. Work with appropriate staff to develop prevention strategies. Make expert referrals as needed.	25
Design, develop, implement and coordinate programs for students and other customers. Coordinate proactive search efforts.	20
May participate in the supervision of the Student Assistance Center by performing one or more of the following duties: train newly hired coordinator; hire, train and supervise Peer Advisor; serve as a team leader for scheduling and other management activities; coordinate coordinator training program. Design, develop and implement technology based self-service tools. Other duties as assigned.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.