

Salt Lake Community College - Job Classification Standard

Student Services Coordinator 1,2,3

The Coordinator Professional job family addresses responsibility for the following functions: student service and/or processing, training, project management, program coordination, and/or event planning; including marketing, promotion, assessments, data collection, analysis and reporting. May supervise less experienced professionals or support staff. May participate in limited fiscal oversight. May need specialized technological skills related to institutional systems and software and web-based content. The Professional job family is distinguished from the Specialist family by the requirement of academic and professional preparation. The Professional job family is distinguished from the Manager job family by the absence of fiscal oversight and management of professional staff.

Autonomy

Works under general direction within a clear framework of accountability. Substantial personal responsibility and autonomy. Plans own work, to meet given objectives and processes.

Influence

Influences peers and internal teams and workgroups. Influences students and consumers of programs. Some responsibility for work of others and allocation of resources. Participates in external activities related to specialization. Decisions influence success of projects, team and department objectives.

Complexity

Broad range of complex technical or professional work activities, in a variety of contexts.

Skills

Selects appropriately from applicable standards, methods, tools and applications and use. Demonstrates analytical and systematic approach to problem solving. Communicates fluently orally and in writing and can present complex information. Is able to plan, schedule and monitor work activities in order to meet time and quality targets and in accordance with health and safety procedures. Is able to absorb rapidly new technical information and apply it effectively. Good appreciation of wider field of information/data systems, its use in relevant areas of assignment and how it relates to the activities of the department. Maintains awareness of developing technologies and best practices in the area of assignment and their application; takes some responsibility for professional development..

	Level 1	Level 2	Level 3
Supervision	Under immediate close supervision, performs standard tasks using established methods, principles, concepts, and procedures related to a specialized field. Judgments are routinely made on matters of relatively small impact.	Under general supervision, performs varied duties and assignments involving some judgment. Routinely resolves questions or problems, referring complex issues to higher level. Some evaluation, originality, and ingenuity required.	Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment. Confers with supervisor on complex matters or unique situations. Coordinates or leads projects and may assign work to less experienced professionals or support staff. May act in an advisory capacity to directors or faculty.

Knowledge	Knows fundamental concepts, practices, and procedures within a particular field of specialization.	Knows fundamental concepts, practices, and procedures within a particular field of specialization, with an awareness of related fields. Applies these concepts, practices and procedures to the position.	Knows fundamental concepts, principles, practices, and procedures within a particular field of specialization, with an awareness of related fields. Applies this knowledge toward the completion of difficult assignments. Applies knowledge of operations in own department, and in related departments. Knowledge of college budgetary and supervisory procedures.
Minimum Education and Experience	Bachelors degree in discipline appropriate to position with 0-2 years experience.	Bachelors degree in discipline appropriate to position with 2-4 years experience.	Bachelors degree in discipline appropriate to position with 4-6+ years experience.
FLSA Status	Exempt	Exempt	Exempt

Job Classification approved by Human Resources July 1, 2011