

Position Announcement – Student Services Coordinator
Job Description and Specifications

Title:	Student Services Coordinator
Classification:	Exempt
Direct supervision received from:	TCAT Nashville President
Functional supervision received from:	TCAT Nashville President
Supervision provided to:	Student Services Support Staff
Office Location(s):	Nashville 100 White Bridge Road
Hours:	Monday-Friday, 37.5 hours

FUNCTION OF THE JOB:

Responsible for coordinating new student orientation programs, developing and interpreting student policies and procedures; providing a number of direct student services involving individual group advising, counseling and advocacy; coordinating the support functions of the student services office.

DUTIES AND RESPONSIBILITIES:

1. Responsible for managing Student Services personnel and all Student Services processes and functions.
2. Provides support to educational programs including program planning, materials acquisition, recruitment efforts, and program evaluation.
3. Coordinate and provide programs for student counseling and referrals for student assistance to ensure compliance with applicable laws, rules, and regulations.
4. Responsible for the maintenance and oversight of student records to ensure accuracy of all applicable state and federal reports.
5. Responds to student complaints and serves as student advocate.
6. Responsible for the student handbook and all student services publications.
7. Represents the college at local, regional, and state events.
8. Serves on selected college committees.
9. Designs and implements annual and long-range planning for programs to meet the goals of the TCAT strategic plan and TBR initiatives.
10. Oversees and participates in the compilation and submission of quarterly and annual reports as mandated by the Department of Education, State agencies, and COE including IPEDS, COE CPL, and Student/Alumni/Employer Satisfaction Surveys
11. Schedules the work of personnel assigned to Student Services to best utilize time and provide timely service to students.
12. Process and update program cost sheets.

13. Coordinates the planning and execution of the annual College graduation.
14. Facilitates College recruiting initiatives with the general public, as well as working with high schools in the service delivery area.
15. Coordinates National Technical Honor Society and other events/student activities
16. Other duties as assigned by President.

MINIMUM ACCEPTABLE QUALIFICATIONS:

- Bachelor's degree from an accredited institution required.
- Five years of progressive management/administrative experience within a higher education admissions department, significant experience in student recruitment and retention efforts, and pre/post-enrollment advising.
- Two years completing and submitting higher education related reports.
- Knowledge of federal and state financial aid policies and guidelines.
- Ability to counsel and provide high quality customer service to currently enrolled and prospective students.
- Must possess the organizational and communications skills necessary to be an effective administrator.
- Three years supervisory experience and the ability to build and lead a cohesive and high functioning team.
- Must show evidence of good character, mature attitude, and stable personality.
- Prior experience working in or with a clock hour-driven technical education environment is a plus.
- Leadership skills, excellent communicator, and a work ethic that aligns with the expectations of the President.
- Must possess exemplary computer skills to include Microsoft Word, Excel, and PowerPoint, Banner experience preferred.

GENERAL DUTIES:

The Coordinator of Student Services reports to the President and is responsible for the oversight and administration of Federal, State and special financial aid programs to include but not limited to PELL, SEOG, VA, Voc. Rehab, TSAC, TNTSG, WIOA, TN Promise, TN Reconnect, and last dollar local funding. In addition, this position compiles, maintains, and submits reports as mandated by the Department of Education, State Agencies, Tennessee Board of Regents (TBR) and Council on Occupational Education (COE). Works extra hours as needed to cover college events and is an integral part of the team. Serves on TCAT Nashville Leadership Team. This position requires interpretation and problem-solving skills concerning a variety of practical problems. Must be proficient in mathematical operations and possess good language and communications skills. Must be able to interpret a variety of instructions furnished in written and oral form. Must be proficient in Microsoft Suite software.

SALARY: Commensurate with experience, education and training according to Tennessee Colleges of Applied Technology salary guidelines.

TBR does not discriminate on the basis of race, color, religion, ethnic or national origin, sex, disability, age, status as a covered veteran, or genetic information in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Jerry King, Vice President, jerry.king@tcatsnashville.edu, 615-425-5530.

EOE/AA/Title IX/Title VI/ADA Employer
"A Tennessee Board of Regents Institution"