

POSITION DESCRIPTION

TITLE: Program Coordinator/Office of Student Success Services – (Exempt)

Collective Bargaining – Eligible

Based on the duties and responsibilities described in this position description, it has been determined that the incumbent is eligible to participate in collective bargaining.

JOB SUMMARY:

Performs complex duties such as record keeping, administrative detail, and follow-up functions to assist the Director of Student Success Services, Associate Dean for Retention and Student Success, and the Student Support Services and department staff in implementing departmental programs. Must be well organized and possess good administrative skills. Receives minimal supervision and independently exercises considerable discretion and judgment in all work areas. May handle confidential and sensitive issues. May supervise other clerical employees and student employees. This position reports to the Director of Student Success Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures defined in the Memorandum of Understanding (MOU) and/or the employee handbook.

Student Staff:

- Assists with centralized tutoring program and system for student success. Coordinates selecting, training, and supervising OS3 interns, Peer Academic Success Strategies (PASS) Specialists, and Tutors. Assesses these programs and reports the outcomes. Maintains student and contractual employment records (work-study, tutors, PASS Specialists, SAILS instructors). Matches tutors and PASS Specialists with students with specific academic needs and keeps a record of every student that has met with a tutor or PASS Specialist.
- Manages the tutoring budget.
- Manages Online Payroll and timesheets for Tutors, PASS Specialists, and OS3 Interns.
- Coordinates with academic departments to recruit subject tutors and disseminates information about the OS3 tutoring program.

Advisor Changes:

- Updates the Early Alert System to reflect all academic advisor changes.

Department Marketing:

Develops, implements, and markets programs relating to College student success initiatives. Creates and posts flyers and marketing for workshops, seminars, classes, etc., and advertises through Inside SMCM and the Events Calendar.

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Early Alert System:

- Assists with various aspects of the Early Alert System (e.g., updating advisor information, handling bulk uploads of students' information, submitting notifications as required, etc.).

Committee/Meeting Support:

- Supports the New Student Experience Committee on matters concerning advising, as well as academic support.
- Assists with planning and implementation of Seahawk Onboarding, Advising, and Registration (SOAR) and Orientation, including assisting with logistics associated with summer advising for new first-year and transfer students.
- Arranges and coordinates conferences and committee meetings as directed. Prepares agendas and background materials for meetings. Attends meetings and take minutes when requested.

Budget/Payroll/Business Operations:

- Arranges travel and other accommodations; processes travel reimbursement requests for OS3 staff and advance payments.
- Prepares purchase orders, orders supplies and equipment reconciles credit card purchases, and maintains office inventory.
- Handles invoices and issues requisitions and purchase orders for OS3 staff.
- Prepares monthly budget reports for the Director.
- Supports the annual budget preparation by running analysis to predict fiscal needs.
- Manages and processes new hire paperwork and payroll for contractual office staff and student staff.

Office Support:

- Manages and organizes office operations and procedures.
- Prepares and types letters, reports, memoranda, test materials, etc., some of which may be confidential or sensitive or require the department head's signature.
- Receives, screens, places, and directs incoming and outgoing telephone calls.
- Communicates with other staff, faculty, administrators, and the general public in person, by telephone, or through written correspondence.
- Coordinates special projects by developing project plans and schedules.
- Opens, sorts, and routes mail. May sign on behalf of supervisor, as delegated, his or her name to correspondence, requisitions, vouchers, and other forms of consequence.

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- Uses the student database, early alert system, and scheduling platforms and maintains data integrity, including learning new features of the evolving software.
- Creates and maintains spreadsheets (e.g., academic notice, [Seahawk Academic Improvement & Learning Strategies](#) (SAILS) course info, Peer Academic Support Strategies (PASS) Specialists data, etc.). Analyzes data and compiles reports.
- Tracks academic notice requirements per student to ensure that they are meeting with their academic coaches, tutors, and/or PASS specialists.
- Manages and answers all incoming emails from tutoring@smcm.edu, OS3@smcm.edu, pass@smcm.edu, and families@smcm.edu.
- Notifies professors and advisors when students are sick, have personal issues causing them to be absent.
- Remains updated on technical and professional knowledge by attending educational workshops online and off campus.
- Reserves spaces for workshops, meetings, orders catering, arranges for set-ups, etc. in the event management system.
- May be asked to represent OS3 at evening/and or weekend events (e.g., Open Houses, Admitted Seahawk Days, Hawktoberfest & Family Weekend, etc.).

MINIMUM QUALIFICATIONS:

- Education: Bachelor's Degree preferred.
- Experience: At least two years of higher education experience coordinating student success programming and managing office operations, including budgets.
- Strong verbal and written communication skills. Excellent organizational skills.
- Ability to handle sensitive situations.
- Ability to work independently.
- Ability to handle a busy office environment, multitask, and help with new challenges.
- Ability to manage student employees, train students, monitor work hours, and process timesheets for payroll.
- Thorough working knowledge of modern office practices and procedures, business English, spelling, exemplary grammar and arithmetic, and standard record maintenance procedures.
- Thorough working knowledge of various computer software packages, i.e., word processing, spreadsheet applications, and database management.

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- Ability to work occasionally on Saturdays and Sundays, and possibly some weeknights.
- Any combination of acceptable education and experience which has provided the necessary knowledge and skills to fulfill the requirements of this position may be considered.

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