

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

PROGRAM COORDINATOR – FIRST YEAR EXPERIENCE

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, oversee and coordinate the services and activities of the First Year Experience program at an assigned college; including performing a variety of para-professional, technical, and complex office support work while exercising independent judgment in the satisfactory completion of duties; and coordinate with administration, faculty, staff, and community members to enlist support, cooperation, and participation in appropriate activities.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate the daily services and activities related to the First Year Experience (FYE).
2. Ensure program expenditures are within allocated budgets and program activities comply with program standards.
3. Conduct intake and orientation for incoming students; determine students' eligibility for the program, conduct needs assessments, and refer students to appropriate resources.
4. Promotes FYE programs through the design and development of informational or promotional materials in collaboration with other District offices to publicize program services and events.
5. Coordinate, implement, recruit, and promote support services for the FYE as determined by program and student needs.
6. Participate in the identification, planning, development and implementation of activities and services that support first-year students experience a smooth transition from high school to college, with intentional support in enrolling in core FYE courses and completing the matriculation requirements.
7. Partner and collaborate with Transfer Center Coordinator to promote and register students for college workshops, caravan and tours, when funding permits.
8. Develop systems to monitor and evaluate program effectiveness; participate in ongoing program review to continually assess effectiveness.
9. Maintain records, files, and statistics to ensure compliance with Federal and State reporting requirements, including the State Chancellor's Office MIS data reporting; coordinate and participate in the preparation of required reports.
10. Act as liaison with college and community partners to enhance awareness and advocate for FYE pathways in obtaining student services and supporting basic needs.
11. Assist in maintaining assigned program financial records for the FYE; recommend adjustments as necessary; prepare budget reports as required.
12. Oversee development of in-reach and outreach materials (e.g., brochures, flyers, posters, social media, website, etc.) to enhance awareness of the FYE program; coordinate active marketing and social media presences for FYE.
13. Provide support for College's Student Equity & Achievement (SEA) Program activities to maximize potential State funding allocation, which includes required steps for enrollment, assessment/placement, orientation, educational planning, follow-up services, and retention services.
14. Provide staff assistance to the assigned administrator or appropriate manager; participate on a variety of committees; prepare reports and other correspondence as appropriate and necessary.
15. Attend and participate in professional group meetings; maintain awareness of issues, trends, and developments in related programs and services; keep abreast of changing technologies and software programs to support targeted students.

**Chabot-Las Positas Community College District
Program Coordinator – First Year Experience (Continued)**

16. Provide assistance with college-wide activities, events, and programs related to students using the FYE.
17. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Issues faced by a diverse student population and knowledge of various community resources and support groups is desirable.
2. Pertinent Federal, State, and local laws, codes, and regulations including applicable sections of the State Education Code and other applicable laws.
3. Principles and practices of program planning and implementation.
4. Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
5. Outreach, marketing, and social media principles and techniques.
6. Principles and practices of fiscal, statistical, and administrative research and report preparation.
7. Principles of communicating and collaborating effectively with students, faculty, staff, and administration.
8. The diverse academic, socioeconomic, ethnic, and cultural backgrounds of the community college students and the community at large.
9. Interpersonal skills using tact, patience, and courtesy.
10. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

1. Coordinate and direct programs, activities, and operations of the First Year Experience Program.
2. Carry out work objectives in an organized, efficient, and timely manner without immediate supervision.
3. Perform detailed and complex specialized technical, programmatic, and administrative support duties involving the use of independent judgment and personnel initiative with speed and accuracy.
4. Recommend and implement goals and objectives for providing various programs and operations.
5. Maintain databases, update website and computer.
6. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
7. Research information using your own initiative.
8. Organize, assimilate, and analyze information.
9. Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from the public, students, District staff and faculty, or other agencies.
10. Make regular contact with students, staff, and the public to discuss routine and complex scheduling and financial transactions and resolve problems within specified standards.
11. Provide lead direction, training, scheduling assistance, and coordination for assigned student assistants and support staff.
12. Complete required forms and surveys.
13. Prepare clear and concise reports.
14. Collect and receive monies and write receipts.
15. Prepare a variety of clear and concise administrative and financial records.
16. Set up and maintain a variety of databases.
17. Set up and maintain a variety of files and records.
18. Analyze situations accurately and adopt an effective course of action.
19. Work under pressure of deadlines.
20. Plan and organize work to meet schedules and change deadlines.

**Chabot-Las Positas Community College District
Program Coordinator – First Year Experience (Continued)**

21. Carry out work objectives in an organized, efficient, and timely manner.
22. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
23. Adapt to changing technologies and learn functionality of new equipment and systems.
24. Type and/or enter data at a speed necessary for successful job performance.
25. Communicate clearly and concisely, both orally and in writing.
26. Establish and maintain effective working relationships with those contacted in the course of work.
27. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

A bachelor's degree from an accredited college or university with major course work in business administration, public administration, workforce/economic development, education, or a related field.

Experience:

Three years of increasingly responsible administrative, technical, and/or programmatic experience, preferably developing and operating programs requiring partnering with multiple agencies, programs, and complex systems.

License or Certificate: Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; occasionally travel from site to site. Incumbents may be required to work evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on: May 19, 2026

Effective: May 20, 2026

Job Family: Technical - Paraprofessional