

## **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

### **WELCOME CENTER COORDINATOR**

*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 Welcome Center 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 Welcome Center including but not limited to assisting with the application process, registering for classes, navigating online platforms and processes, and learning about other services and resources.
2. Coordinate, implement, recruit, and promote support services for the Welcome Center as determined by program and student needs.
3. Coordinate, plan, and oversee student workers/Peer Guides; recruit, select, train, and schedule student workers/Peer Guides.
4. Coordinate college PHOTO ID system and services.
5. Partner and collaborate with Information Technology Services to ensure functioning of all equipment in the Welcome Center used for various computerized services.
6. Participate in the identification, planning, development and implementation of activities and services that promote and enhance support for students.
7. Develop systems to monitor and evaluate program effectiveness; participate in ongoing program review to continually assess effectiveness.
8. Act as liaison college-wide and collaborate to enhance awareness and use of the Welcome Center.
9. Assist in maintaining assigned program financial records for the Welcome Center; recommend adjustments as necessary; prepare budget reports as required.
10. Oversee development of in-reach and outreach materials (e.g., brochures, flyers, posters, social media, website, etc.) to enhance awareness of services provided by the Welcome Center.
11. Maintain records, files, statistics, and data relative to the resources provided by the Welcome Center.
12. Provide assistance to the assigned administrator or appropriate manager; participate on a variety of committees; prepare reports and other correspondence as appropriate and necessary.
13. 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 students.
14. Coordinate active marketing and social media presences for the Welcome Center.
15. Provide assistance with college-wide activities, events, and programs related to students using the Welcome Center.
16. Perform related duties as required.

**Chabot-Las Positas Community College District  
Welcome Center Coordinator (Continued)**

**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. Methods and techniques of assisting and informing students of services and resources.
2. Pertinent Federal, State, and local laws, codes, regulations including applicable sections of the State Education Code, and college and district policies and procedures.
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. Interpersonal skills using tact, patience, and courtesy.
9. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
10. The diverse academic, socioeconomic, ethnic, and cultural backgrounds of the community college students and the community at large.

**Ability to:**

1. Coordinate and direct programs, activities, and operations of a center.
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 various computerized systems.
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 initiative.
8. Organize, assimilate, and analyze information.
9. Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from the public, students, college and district staff and faculty, or other agencies.
10. Make regular contact with students, employees and the public to discuss services and resources, and resolve problems within specified standards.
11. Supervise, direct, and coordinate the work of assigned students.
12. Complete required forms and surveys.
13. Prepare clear and concise reports, administrative and financial records.
14. Set up and maintain a variety of databases, files and records.
15. Analyze situations accurately and adopt an effective course of action.
16. Work under pressure of deadlines.
17. Plan and organize work to meet schedules and change deadlines.
18. Carry out work objectives in an organized, efficient, and timely manner.
19. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
20. Adapt to changing technologies and learn functionality of new equipment and systems.
21. Communicate clearly and concisely, both orally and in writing.

**Chabot-Las Positas Community College District  
Welcome Center Coordinator (Continued)**

22. Establish and maintain effective working relationships with those contacted in the course of work.
23. 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.

**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: November 19, 2024

Effective: July 1, 2024

Job Family: Technical - Paraprofessional