

Job Description

Position Title: Coordinator, Santa Cruz Dual Enrollment and Outreach

Job Family: Santa Cruz Operations

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Santa Cruz Dual Enrollment and Outreach Coordinator supports and expands high school dual credit programs across Santa Cruz County. The Santa Cruz Dual Enrollment and Outreach Coordinator builds and maintains relationships with school districts, college departments, and community partners to enhance program development and implementation. The coordinator serves as the primary contact for dual enrollment inquiries, visits high schools, assists with faculty and student orientations, manages student rosters, and ensures completion of academic and student affairs processes. Additional responsibilities include overseeing outreach and Student Life activities in the county, managing local communications, and representing the college at community events and professional meetings.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serve as the initial point of contact for all inquiries concerning Pima Community College (PCC) and Santa Cruz County Provisional Community College District (SCCPCCD). In coordination with the HS Engagement and Recruitment Department, provides program admissions, financial aid, and other college enrollment inquiries. Corresponds with appropriate high school personnel, as needed.
2. Visits assigned high schools to meet with faculty and counselors, share program pathways, collect paperwork, and work with students. Organize, Lead, and Execute Pima Days at high schools to promote PCC programs, and knowledge of dual enrollment opportunities, and student services. Functions as the internal coordinator and conduit for processes and paperwork for identified high schools.
3. Oversees the operation of Student Life, including assisting in the supervision of student employees. Plans and coordinates ongoing co-curricular programming and College-wide events. Organize and facilitate on-campus tours and engagement activities for prospective high school student groups.
4. Utilizes the CRM system for data entry and reporting to maintain accurate records and engagement history.
5. Represents PCC/SCCPCCD at school meetings, advisor groups and community forums to engage and strengthen partnerships.
6. Develops and maintains community relationships through interaction with community and educational leaders.
7. Manages and creates printed and digital content to support operations in Santa Cruz County.

8. Participates in professional and community activities that pertain to Dual Enrollment, Early College or student recruitment.
9. Coordinates all work with the District offices of Dual Enrollment, Marketing, Communication, and Student Outreach and Student Life.
10. Supports the delivery of high school dual credit programs in accordance with guidelines established by PCC, the Higher Learning Commission, and the National Alliance of Concurrent Enrollment.
11. Builds relationships with school districts and college representatives to identify potential programs and courses comprising a cohesive course of study for students to maximize their opportunity to earn a higher education degree.
12. Assists with the implementation of dual enrollment programs at partnering high schools.
13. Provides an orientation to all dual enrollment students.
14. Assists in the onboarding of Dual Enrollment students in Santa Cruz County Schools.
15. Assists in ensuring the completion of onboarding required for Dual Enrollment courses, such as admissions, assisting with navigating self-registration, and providing assessment information.
16. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination, and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive, and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Provides lead work, advises and/or guides students or temporary workers. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Higher Education, Administration, or a closely related field of study required.
- One (1) to three (3) years of related experience with higher education required
- Three (3) to Five (5) years of related experience with higher education experience preferred
- One (1) to Three (3) years of supervisory experience preferred
- Master's degree in Higher Education, Administration, or a closely related field of study preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours