

Job Description

Position Title: Student Engagement Coordinator

Job Family: Student Services

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Student Engagement Coordinator is part of the Student Affairs Division and is responsible for developing, implementing, and sustaining programs that contribute to a vibrant campus life and student experience. This position provides planning, development, implementation, and assessment of campus-specific and large-scale, College-wide events, and ongoing student leadership programs to meet the needs of a diverse student population. The Student Engagement Coordinator provides support to student clubs, the First Year Experience Program (FYE), Career Counselors, Academic Success Counselors, Success Coaches, and works with internal and external constituencies and communities to respond to student needs.

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. Develops and leads program goals, initiatives, and collaborative projects across departments, ensuring alignment with institutional priorities and fostering student engagement, retention, and success.
2. Designs and implements student learning outcomes (SLOs), key performance indicators (KPIs), surveys, and assessments; collects and analyzes data to evaluate program effectiveness and inform enhancements to co-curricular and engagement initiatives.
3. Recruits, hires, trains, supervises, and evaluates Peer Mentors, providing ongoing professional development, support, and feedback to ensure effective mentorship and student success.
4. Manages Student Life Centers, including daily operations, safety, equipment, inventory, and coordination of co-curricular programming and campus events.
5. Provides conflict resolution and maintains a safe environment for students, staff, faculty, and community members. Utilizes de-escalation techniques and remains professionally composed during emergent and crisis situations.
6. Plans and executes college-wide events and high-impact student engagement programs, including leadership institutes, cultural heritage events, and first-year experience initiatives.
7. Provides professional development and support to staff and the faculty who are teaching the First Year Experience classes in guided pathways.
8. Manage and provides training to club members and advisors, oversees Student Senate, Student Advisory Boards, travel requests, and citation appeal processes, providing guidance, support, and coordination to ensure compliance with college policies, enhance student involvement, and offer mentorship and oversight to student leaders by teaching them how to effectively communicate and advise peers on college policies and resources.

9. Manages social media, D2L, and other communications to promote Student Life and First-Year Experience programs, including event marketing, digital content creation, and outreach to diverse student populations.
10. Participates in institutional projects, system upgrades, and assessment initiatives, and develops internal and external partnerships with faculty, staff, and community organizations to strengthen programming, expand student opportunities, and support the College's mission.
11. Fosters an inclusive and welcoming environment, supports volunteers, and performs other duties as assigned, ensures and maintains a positive, safe, and engaging campus experience for all students, faculty, and community members.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of advising and counseling practices
4. Knowledge and application of organizational and time management principles.
5. Knowledge of principles and methods for promoting programs and services
6. Skill in analyzing data and drawing conclusions.
7. Skill in budget/resource management.
8. Skill in coordinating and monitoring the work of others
9. Skill in people leadership and supervision
10. Skill in effective communication (both written and oral).
11. Skill in public speaking.
12. Ability to develop and maintain effective and positive working relationships.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Provides lead work, advises and/or guides students and student 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.
- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

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

- Bachelor's degree in Education or a closely related field of study required.
- One (1) to three (3) years of related experience in academic student services required
- Three (3) to five (5) years of related advisory experience in academic services or counseling preferred.
- Master's degree in Higher Education, Student Development 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport 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:

- Works some evenings and weekends
- Pre-employment Background Check Required

- DMV Check/Current and Valid AZ Driver's License
- Performs frequent local travel utilizing a personal vehicle