Job Description: Support Services Coordinator

The Support Services Coordinator shall be appointed by the Board of Trustees upon the recommendation of the President. The salary and terms of employment shall be fixed by the Board of Trustees upon the recommendation of the President. This position shall report to the Dean of Student Services or as designated by the President.

Description:
This position will facilitate testing and provide academic advising and enrollment. It is a full-time, FSLA exempt position covered by the Public School Retirement System of Missouri (PSRS).

Qualifications:
The position requires excellent verbal, written and interpersonal communication skills. The individual in this position must be organized and have the ability to multi-task and work under pressure. A Bachelors’ degree is required.

The Support Services Coordinator shall:

1. Order testing supplies and make schedules for various entrance and exit exams which are proctored by Student Services;
2. Administer CAAP, CLEP, TEAS-V, ACT, WORKKEYS, and COMPASS tests;
3. Serve as chief examiner for GED testing;
4. Contact students regarding cancelled classes;
5. Provide individual advising to students;
6. Assist with the registration of students in classes;
7. Provide an orientation of the college to prospective students;
8. Be responsible for the academic advisement of new students and returning students with emphasis upon requirements and prerequisites for all MACC educational programs and all forms of course offerings;
9. Assist with the enrollment of students in regularly scheduled and off-campus classes;
10. Be proficient in the use of the institutional enrollment systems and processes;
11. Collect and disseminate information to students;
12. Be generally familiar with financial aid issues, services to students with special needs, and unique application processes for select MACC programs;
13. Refer students to proper personnel for special services;
14. Be responsible for the academic advisement of new students and returning students with emphasis upon requirements and prerequisites for all MACC educational programs and all forms of course offerings;
15. Assist with the enrollment of students in regularly scheduled and off-campus classes;
16. Be proficient in the use of the institutional enrollment systems and processes;
17. Collect and disseminate information to students;
18. Be generally familiar with financial aid issues, services to students with special needs, and unique application processes for select MACC programs;
19. Refer students to proper personnel for special services;
20. Assist with enrollment at off-campus sites including dual-credit;
21. Assist with the coordination of graduation (ceremony, caps, gowns, announcements);
22. Perform other duties as assigned by the Dean of Student Services, the President of the College, or other person designated by the President.