



Heritage University

JOB DESCRIPTION

TITLE: Program Coordinator

COLLEGE/SCHOOL/DEPT: TRIO SSS

REPORTS TO: Program Director

DATE PREPARED: 5/2/2022

FLSA: Non-Exempt

POSITION SUMMARY:

The Program Coordinator will support the TRIO program growth and development while monitoring the implementation of program policies and practices, determining student eligibility, acceptance to the program, and function to keep programming on schedule while monitoring the budget and adhering to federal regulations per the grant.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with prospective, former, and current students, clients, suppliers, and the community we serve. Interacts effectively with a diverse group of faculty, staff, students, and other customers of our services, learns, and uses operating practices of the department and Heritage University.
2. Upholds the Heritage University Mission Statement.
3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
4. Primary (TRIO): Travel and Workshops: Support for student workshops and trips, process requests for reimbursement, arrange for billing for transportation, meals, collect data and information for waivers and prepare a packet for the Retention Specialist, facilitate and work collaboratively with outside vendors, mentors, students, and staff to assist with planning of all events, trips, and maintain data for tracking of events including scheduling for the year.
5. Primary (TRIO: Recruitment and Retention): Keep track of returning students- each Semester, track graduating students- each Semester, print Student Profiles of each participant and update grades in the Student Access database program, contact students who have been enrolled but not attended events or meetings. Recruitment: Process applications, schedule appointments, collect eligibility paperwork for students, verify eligibility with outside offices such as ADA and Financial Aid, and conduct interviews with potential participants. Review the applications and assist with the new participant acceptance process or denial. Meet with newly accepted S3 students to fill out contracts, tutoring requests, and provide information on upcoming events. Track program numbers and eligibility requirements of all students. Make sure we meet 1/3 and 2/3 requirements for Department of Education guidelines
Track acceptance and denial letters for students and create student files.
6. Primary (Budget and APR): Reconcile budget monthly, assist with any reports related to budget figures, create the budget for next academic year, collect information from the business office: such as journal entries for on campus charges, any invoices, process all POs and check requests, review timesheets prior to signature for mentors, tutors, and staff, copy timesheets for budget back up documents, route documents to the business office.
APR: Input the yearly data on students for the APR reports. Includes updating student fields for the last 5 years of the program (almost 400 records). Input Student information into the Student Access Program when enrolled, create EX S3 participant list, and work with IT to extract data and set up reports.
7. Primary (Office Support): Process paperwork for hires, order supplies for the office and program, oversee and supervise the work study, do mail runs, and process and file paperwork as needed.

OTHER DUTIES AND RESPONSIBILITIES:

1. Serve as the point of contact for TRIO, greet students, employers, staff, and faculty; answer questions and take all incoming phone calls.
2. Supervise work study student. Provide leadership guidance to S3TRIO mentors in the form of trainings, tracking student data, timesheets, grant reporting expectations, and professionalism.
3. Host tables and TRIO information sessions for students.
4. Answer incoming phone calls, schedule room reservations, submit purchase orders and track departmental expenses, order supplies, and process travel as needed for all fiscal related items for the department.

5. Create flyers, promote events, and recruit students, families, faculty, employers, or mentors to attend the local events.
8. Update all information and communications using EX, My Heritage, the HU website, and any new software programs.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

A. Knowledge:

Bachelor's Degree required, or a combination of education and experience working in a high paced office

Experience working in an office setting providing direct support to a program or director, experience with Human Resources and knowledge of hiring practices preferred.

Fiscal and procurement functions, working with spreadsheets, tracking expenses, and processing travel, and updating budgets.

Supervision and labor laws and regulations that govern work study students

Experience working with diverse students as well as potential first generation college students, students from low income backgrounds, and students with disabilities.

Must be able to communicate effectively over the phone and by electronic correspondence; a high priority is placed on business writing skills and the ability to be the lead for work assignments

B. Skills:

Use of databases and software programs, MS Office highly proficient with existing program

Organized and able to adapt to changes and manage interruptions in an open environment

Demonstrated customer service with a high degree of professionalism and ability to work with employers, students, faculty and staff in a confidential environment

Capable of training others

C. Abilities:

Communicate effectively

Predict upcoming initiatives and plan accordingly

Must be able to exhibit a significant level of independent thought, reasoning, and problem solving

Lift over 30 lbs. and assist with transporting goods across campus for events

Work with databases and systems to track data and use data for operational expenses

Professional dress is required

Work Environment:

Work is primarily performed in a university campus environment and requires a flexible schedule that may include some evening work. Staff may also be asked to use their personal vehicle to travel to meet with employers and attend off campus community events.