



JOB DESCRIPTION:	Student Services Coordinator		
DEPARTMENT:	Student Life & Student Success		
REPORT TO:	Director of Student Life & Student Success		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	412130	DATE APPROVED:	30-SEP-2021
		DATE MODIFIED:	25-MAY2025

SUMMARY: Responsible for resource programming and the dissemination of resource information to the student body.

DUTIES:

1. Participates in meetings and maintains synergistic relationships with applicable internal and external constituents to provide and expand upon nonacademic and academic student support services.
2. Provides individualized student case management and advocacy, maintains appropriate documentation within college database systems, and provides well developed reporting information based on data collected.
3. Advocates with appropriate referrals for students.
4. Collaborate with various campus departments and community organizations to develop, implement, and evaluate programs that increase support to students, and increase persistence, retention, and graduation rates, particularly among Hispanic and low-income students. This position will use data analytics to develop services and coordinate workshops to include financial literacy training for students.
5. Oversee student resources programs such as, but not limited to: The One Stop (food pantry), emergency aid program, tutoring, supplemental instruction, and peer chat
6. Serves as HMS liaison. Coordinates monthly meetings between HMS and the University, collects reporting data, and schedules programming as needed.
7. Manages WNMU App and serves as liaison between MobileUp and the University.
8. Oversees website development for the department and social media platforms.
9. Develops and implements programs that assist students with social and academic support.
10. Works with academic coaches to identify areas of concern for each incoming class. Data will then be used to provide resource support for students.
11. Assist the director with the early academic alert reporting system.
12. Performs other duties as assigned.
13. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
14. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** B Bachelor's degree in a related field required. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Ability to develop and deliver presentations. Knowledge of the principles, practices, and methods of student leadership training and support. Knowledge of organizational

structure, workflow, and operating procedures. Ability to coordinate quality assurance programs in area of specialty. Ability to understand and follow safety procedures. Ability to lead and train staff and/or students. Ability to perform complex tasks and prioritize multiple projects. Skill in applying appropriate human relations skills in varying emotional and psychological situations. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 2 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)