POSITION ANNOUNCEMENT

Student Services Coordinator

The Tennessee College of Applied Technology Crump is accepting applications for the full-time position of Student Services Coordinator. This position is responsible for planning, organizing, coordinating, and managing of the Student Services Department.

Typical Duties and Responsibilities:
1. Lead the student services team to deliver high-quality customer service for students and potential students on campus and throughout the service area;
2. Create and maintain high-energy, welcoming atmosphere for students and staff;
3. Responsible for Student Information System (BANNER) including enrollment and termination plus all reports dealing with student information.
4. Provide personal, group, and individual counseling and guidance;
5. Ensure student conduct, progress and attendance is monitored and addressed as needed;
6. Responsible for accuracy of student records including reports and maintenance of files;
7. Responsible for planning, implementing, and evaluating institutional recruitment and admissions strategies;
8. Develop, coordinate, and expand activities related to new student orientation and other on-boarding communications and services;
9. Oversee and participate in the compilation, maintenance, and submission of reports as required by federal, state, and accrediting agencies;
10. Serve as student disability services coordinator;
11. Provide referral service for applicants and students to other agencies to meet individual, education, emotional and physical needs;
12. Serve as placement coordinator;
13. Plan and execute special projects and events in alignment with the goals and objectives of the college including graduation, student activities, student awards, and student organizations;
14. Perform additional duties as assigned;

Minimum Qualifications:
1. Bachelor's Degree from an accredited college or university;
2. Minimum 5 years full-time employment in education, business, or industry. A comparable combination of education and post-secondary employment experience may be considered;
3. Advanced computer knowledge, Microsoft Office applications, databases, spreadsheets, word processing, and various social media;
4. Working knowledge of the principles and philosophy, techniques, and methods of technical education and individualized instruction;
5. Ability to interpret complex governmental regulations; to communicate effectively in written and spoken English; to relate to a diverse faculty, staff, and student population; to deal tactfully with the public; to exercise good judgment in evaluating situations and making decisions; and to express ideas clearly, concisely, and convincingly;
6. Ability to effectively analyze data and inquiries, think critically, and make appropriate decisions;
7. Ability to lead, plan and prioritize projects;
8. Ability to work independently and in groups;
9. Must be willing to work a flexible schedule, including evening and weekend hours;

Preferred Qualifications:
1. Master's Degree preferred
2. Experience in higher education preferred
3. Prior secondary or post-secondary teaching and/or guidance is a plus for the position

4. Knowledge of student information systems related to enrollment services a plus.
5. In-depth knowledge of Tennessee Promise, Tennessee Reconnect, and the drive to 55.

Working Conditions:
1. Heavy use of computer
2. Normal standing, sitting, and walking
3. Lifting of boxes weighing approximately 40 lbs.
4. Operating a motor vehicle to travel within the college service area and in other areas as needed.

Salary: Commensurate with education, experience and according to TBR salary guidelines.

Application Procedure and Deadline:
1. Must submit a resume, cover letter, post-secondary transcripts and TCAT Crump Application (available at https://tcatcrump.edu/about/jobs-and-employment)
2. Applications will be accepted until position is filled.
3. Interested applicants can email or mail required documents to:

APPLICATION & RESUME SUBMISSION: Qualified applicants should submit a cover letter, resume, and application online at www.tcatcrump.edu For more information call Madelyn Keith at 731-632-3393. Applications with cover letters and resumes will be accepted until position is filled.

APPLICATION REVIEW: Review of complete application submittals will begin immediately.
Tennessee College of Applied Technology Crump is a TBR institution and is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, status as a protected veteran, political affiliation, genetic information, or any other legally protected class with respect to all employment, programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Madelyn Keith, Coordinator of Financial and Administrative Services, PO Box 89, Crump, TN 38327, madelyn.keith@tcatcrump.edu See the full non-discrimination statement at tcatcrump.edu/about/non-discrimination-statement.