



TENNESSEE COLLEGE OF APPLIED TECHNOLOGY

CRUMP

POSITION ANNOUNCEMENT STUDENT SERVICES COORDINATOR

The Tennessee College of Applied Technology Crump is accepting applications for the full-time position of Student Services Coordinator at the Main Campus in Crump, Tennessee. This position is responsible for planning, organizing, coordinating, and managing of the Student Services Department including recruiting, retaining, counseling, and placement of graduates. This position will comply with TBR and accreditation standards as well as federal guidelines.

Salary: \$52,074 - \$70,295, Midpoint \$56,236

Commensurate with Tennessee College of Applied Technology salary guidelines

Minimum Qualifications:

- Bachelor's degree from an accredited institution
- Minimum 5 years full-time work experience in post-secondary education or related experience with supervisory responsibility required
- Advanced computer knowledge, Microsoft Office applications, databases, spreadsheets, word processing, and various social media
- 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
- Must be willing to work a flexible schedule, including evening and weekend hours, and travel to schools, businesses, and industries

Preferred Qualifications:

- Master's Degree preferred
- Prior post-secondary technical education experience
- Knowledge of student information systems related to enrollment services
- In-depth knowledge of Tennessee Promise, Tennessee Reconnect, and the Drive to 55

Typical Duties and Responsibilities:

- Lead the student services team to deliver high-quality customer service for students and potential students on campus and throughout the service area
- Demonstrated success in creating comprehensive, student-centered programs and services that increased enrollment/retention/graduation
- Oversee dual enrollment program and process
- Responsible for Student Information System (BANNER) including enrollment and termination plus all reports dealing with student information
- Responsible for accuracy of student records including reports and maintenance of files
- Oversee and participate in the compilation, maintenance, and submission of reports as required by federal, state, and accrediting agencies
- Provide personal, group, and individual counseling and guidance
- Ensure student conduct, progress and attendance is monitored and addressed as needed
- Responsible for developing and evaluating a campus recruitment plan and admissions strategies
- Recruit students
- Develop, coordinate, implement and expand activities related to new student orientation and other onboarding communications and services
- Serve as student disability services coordinator

- Serve as placement coordinator
- Responsible for coordination of college graduations
- Plan and execute special projects and events in alignment with the goals and objectives of the college including student activities, student awards, and community service projects
- Responsible for Student Handbook, campus publications, social media marketing, website and public relations promotions
- Serve as National Technical Honor Society lead advisor and Student Affairs liaison
- Serve as SkillsUSA/SGA coordinator
- Assist with the development and monitoring of department budgets
- Supervise Student Services Staff
- Supervise work study students
- Conduct annual staff evaluations
- Perform additional duties as assigned

Working Conditions:

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

Application & Resume Submission: Qualified applicants should submit a cover letter, resume (including 3 previous employers for references), educational transcripts/diploma and application online at www.tcatcrump.edu

The cover letter should include at a minimum three major accomplishments of which you are most proud

For more information call Madelyn Keith at 731-632-3393. Applications will be accepted until position is filled.

Application Review: Review of complete application submittals will begin immediately.

Tennessee College of Applied Technology Crump does not discriminate on the basis of race, color, religion, creed, ethnicity or national origin, sex disability, age, status as a protected veteran on any other class protected by the Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to 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.