

**Title: Student Services Coordinator, Student Support & Accountability**

Hiring Range: \$1,730.75 bi-weekly, \$34,615 (9-month)

**About this role:**

The Student Programs Coordinator provides various support for Student Support & Accountability. The coordinator is the lead supervisor for student staff, provides support for students served by the office, and helps coordinate student of concern referrals. The Coordinator is the first line of contact with the students and families our office serves, and works with a team of support professionals in a fast-paced environment. The coordinators will work with multiple clients, including students, parents, faculty and staff, and the public.

**About us:**

Student Support & Accountability works to support students experiencing difficulties which impact their life, both academically and personally.

Student Support & Accountability strives to foster an environment of collaboration, responsibility, and mutual respect in partnership with students and all of our university colleagues.

We do this by:

- Providing direct support and services to students
- Advocating for students in a variety of settings
- Connecting students with accurate referrals for academic and personal problems
- Encouraging appreciation of diverse experiences and perspectives
- Coordinating the university response to campus and student crises
- Addressing conduct and behavioral concerns through educational interventions and policy application
- Supporting and serving as a resource for student family members

**Minimum Qualifications:**

- Bachelor's Degree
- 1 year of relevant experience
- This position may use an educational equivalency as determined relevant by a hiring manager

**Preferred Qualifications:**

- Master's degree.
- 1-3 years of relevant experience
- Demonstrate the ability to accurately ascertain the seriousness of an emergency/crisis situations and to project a calm demeanor in crisis situations.
- Computer skills and good working knowledge of word processing software including Microsoft Office programs; good working knowledge of secretarial practices and procedures.
- Demonstrate an understanding and commitment to assisting all constituents for the delivery of programs and services.

**Responsibilities:****35%: Intake & Communication**

- Interact with individuals such as students, parents, faculty, staff, medical staff, or local law enforcement officials in the coordination of student emergencies/crisis. Well-developed communication skills are necessary to work with on- and off-campus entities, and to deal with complex academic guidelines.
- Perform important public relation functions with on-campus constituencies, such as providing essential information to campus offices when a student emergency/crisis occurs.
- Maintain appointment calendars and schedule meetings for Deans in SSA and Student Legal Services, Off-Campus Housing Support.
- Provide support and guidance for other reporting departments including Student Support & Accountability, Graduate Assistant and Practicum Student, CARE office, Student Legal Services, and Military Affiliated Resource Center.
- Make initial contact with students who are requesting to see the Deans.
- Oversee the follow-up contact with all students who work with the office.
- Perform administrative tasks for Student Support & Accountability staff (i.e., coordinating meetings, initiating contact with students, and drafting correspondence without routine supervision).
- Routinely use own initiative and judgment when deciding how to solve various student problems.
- Oversee the screening and the response to all calls and visitors to Student Support & Accountability. Meet with students who call or walk in when appropriate by providing requested information, making referrals and transferring calls by using current and

accurate knowledge of university policies and service, as well as federal FERPA requirements.

- Work with other coordinators to implement the University Absence Policies, as it relates to excused and verified absences; meet with students who do not have proper documentation but need a verification sent to faculty.
- Record accurate messages when staff is unavailable.
- Assist in scheduling committee meetings with notification of participants.
- Consult with the Deans in the office on more complex student situations.

35%: Student Emergencies and Crisis:

- Manage the Student of Concern reporting protocols:
  - Contact students who have been experiencing personal and academic challenges.
  - Initiate communication in variety of methods and do so with regards to urgency, method, and workflow.
  - Conversation includes problem solving, resource sharing, and discussions about mental health and personal wellbeing.
  - Make decisions when notified about a student crisis/emergency by determining the action that needs to be taken, such as interrupting the Assistant VP/Senior Associate Dean and/or Assistant Deans during meetings, notifying the K-State Police, etc.
  - Assist with student issues and crisis/emergency situations.
  - Help coordinate meetings for the Critical Incident Response Team when directed from Assistant VP of Student Support & Accountability.
  - Take notes during CIRT and Due Process meetings and provide input to CIRT committee.
  - Provides support for the Early Assessment Reporting committee.
  - Help gather and share information related to student crisis or emergency situations.
  - Support Deans during disaster outreach during natural disasters and follow proper protocols to reach out to students impacted by disastrous or seriously traumatic events.
  - Assist Deans in responding to student deaths through proactive outreach to fellow involved students, communicating with campus partners, and other administrative duties as required.
  - Send notifications to campus entities regarding the Dean-On-Call for emergencies each week.

### 30%: Supervision & Training

- Supervise undergraduate student workers in Student Support & Accountability and provides training to undergraduate students in several units/departments.
- Supervision of students includes hiring, training, time approval, evaluation and review.
- Oversee and delegates duties to student workers.
- Provide training for students in Student Support & Accountability as well as general training about customer service, FERPA guidelines, Maxient operation, office safety, and communication strategies for the other undergraduate and graduate student workers in the division.
- Serve as the point of contact for general office training and presentations.
- Serves as the trainer in SafeZone, Student of Concern reporting training, and other trainings as necessary.

If you have any questions about this position, please contact:

Laurel Moody

Sr. Assistant Dean

Student Support & Accountability

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