

**1151 - PROGRAM COORDINATOR
Workforce Retention and Transition Specialist
Extended Closing Date**

Opening Date: August 31, 2009

**Closing Date: ~~September 14, 2009~~
Extended Closing Date: October 8, 2009**

POSITION

This is a grant funded, 11-month, classified position at Skagit Valley College, and requires working evening and occasional Saturdays. This position will coordinate and deliver retention and transition services in collaboration with WorkForce, Basic Skills and developmental education programs in order to encourage and facilitate transition of students into the professional and technical programs at Skagit Valley College. The position will be located at the Mount Vernon Campus but may have district-wide responsibilities. The position reports to the Project Manager, Professional Technical Student Success.

DUTIES

- Serve as an advocate for students on retention and transition by providing them with information regarding policies and procedures of the program and of the College;
- Collaborate with WorkForce, Basic Skills and developmental education programs and staff in the development of appropriate transition and retention plans for students;
- Assist students in identifying their skills, strengths, interests and supporting them in the enrollment process;
- Assist students in clarifying educational, career and life goals with emphasis on students transitioning to professional technical studies;
- Assist in the coordination and facilitation of quarterly Professional Technical college success/readiness workshops;
- Facilitate student referrals to other college programs and community services including guiding students to career advising and financial aid information individually and in group workshops;
- Identify and work with College staff to remove barriers in order to provide strategies to retain and transition students enrolled in College courses and programs;
- Identify and provide support to students in achieving success at their current educational level and assistance to continue to the next educational level;
- Engage in regular follow-up, contact and tracking of students, data gathering and analysis, and reporting
- Research, develop and implement best practices in all the above areas;
- Meet regularly with the Project Manager to establish, plan, and evaluate goals of the program;
- Maintain positive relationship with partner agencies, Basic Skills and GED instructors, and other WorkFirst staff;
- Promote and model appropriate workplace behavior, cultural diversity and ensure an unbiased, open forum for the safe exchange of ideas and learning opportunities.

CORE COMPETENCIES

- **Program Content:** Working knowledge of the program and degrees and state and federal laws affecting Skagit Valley College and the program. Knowledgeable about professional technical program requirements and WorkForce, basic skills and developmental education programs. Knowledge of local workforce systems and programs including agencies such as Employment Security, DSHS, and community based organizations.
- **Analysis:** Use data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions and make decisions.
- **Ethics and Integrity:** Earn the trust, respect, and confidence of clients and colleagues through consistent honesty, forthrightness, and professionalism in all interactions.
- **Confidentiality:** Respect and maintain confidentiality of the students.
- **Identify Key Facts:** Identify key facts in an array of data. Recognize when pertinent facts are incorrect, missing or require supplementation or verification. Distinguish information that is not pertinent to a decision or solution.
- **Customer Service:** Build and maintain internal and external customer satisfaction. Put the customer first, making excellent customer service a high priority.
- **Collaboration:** Ability to work collaboratively in a team environment.
- **Advocacy:** Effectively influence others to achieve understanding, acceptance, and commitment to act in support of ideas, programs, or causes.
- **Consulting:** Employ expertise, credibility, and effective partnering to help clients identify, evaluate, and resolve complex or sensitive issues, problems, and service needs.
- **Advise on Issues:** Excel at helping the customer navigate through complex or sensitive issues, keeping the customer's best interests in mind and advising on best practices.
- **Communications Effectiveness:** Convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.
- **Computer Skills:** Proficiency with Microsoft Office Software.
- **Accountability:** Accept personal responsibility for the quality and timeliness of work. Produce accurate results with little need for oversight.
- **Conceptual Understanding:** Move beyond concrete analysis of factual information to develop abstract, conceptual understanding of the meaning of an array of information. Integrate diverse themes and lines of reasoning to create new insights or levels of understanding.
- **Responsive to Needs:** Be responsive to the various styles and needs of the students and groups with whom he/she is communicating.
- **Lead Complex Discussions:** Facilitate discussion of complex problems, employing techniques such as listening and re-stating ideas, to help faculty, staff, partners, and students to develop insights and remain engaged with the task. Accurately judge when group members are confused or at an impasse in their thinking.

1151 - Program Coordinator Working Conditions Analysis

1. Indicate the daily frequency (%) this position is required to do the following specific types of activities.

Activity	% of Day	Activity	% of Day
a. sitting	75%	d. bending & twisting	5%
b. walking	5%	e. squatting & kneeling	00%
c. standing	10%	f. climbing	0%

WEIGHT	Lifting % of day	Carrying % of day
<25 lbs	<5%	<5%
26-50 lbs	0%	0%
51-75 lbs	0%	0%
76+ lbs	0%	0%

2. List Specific Equipment Used:

Computer, Telephone, Calculator, Fax machine, Copier, Printer

1151 - Program Coordinator Working Conditions Analysis

3. Does this position require the incumbent to:

	Please place an "X"	
	YES	NO
Drive cars, trucks, or other motorized equipment?		x
Work near hazardous equipment or machinery?		x
Walk on uneven ground?		x
Walk on slippery surfaces?		x
Work in exposure to dust or fumes?		x
Work in extremes of temperature & humidity?		x
Work in confined spaces?		x
Work at heights?		x
Work at/above shoulder level for extended periods?		x
Have finger manipulation ability? (typing/grasping)	x	
Have any special visual ability?		x

4. Answer the following mental acuity questions. Does this position require the incumbent to:

	Please place an "X"	
	YES	NO
Work in an environment with frequent interruptions and distractions?	x	
Think clearly in emergency situations?		x
Complete work under inflexible deadlines?	x	
Have the memory capacity to recall details and events?	x	
Distinguish between critical information and background noise/distractions?	x	
Solve problems based on the application of established policies and procedures?	x	
Select, interpret, and apply standard concepts and procedures to solve problems?	x	
Determine proper procedure and policy to follow from among many alternatives?	x	
Exercise independent judgment in gathering/arranging/evaluating diversified data	x	
Apply a specific body of professional/complex technical knowledge to assignments?	x	
Formulate/apply new approaches to solve complex technical/managerial problems?	x	
Develop plans and programs which require foresight and awareness of contingencies?	x	
Have oral communication skills sufficient enough to allow for clear and unambiguous information transmission?	x	

MINIMUM QUALIFICATIONS

High School graduation or equivalent; **AND**

Minimum of two years experience working with people of diverse racial, ethnic and socioeconomic backgrounds **OR**, equivalent education/experience.

DESIRED QUALIFICATIONS

- Oral and written fluency in Spanish and English;
- Bachelor's degree in Education, Social Human Services or closely related field;
- Experience in a higher education setting.

SALARY

Salary is based on Range 37, \$2,482.00 per month with periodic increments to \$3,213.00 per month. Retirement, medical, and insurance benefits are provided in accordance with state regulations. This position has a regular work schedule and is eligible for overtime.

APPLICATION PROCEDURE

All required application materials must be received in Human Resources Office no later than 4:30 p.m. on **October 8, 2009**. Applications postmarked on or after the closing date will not be considered.

To be considered for this position, applicants must meet minimum qualifications and must submit a complete application packet, which includes the following:

- A Skagit Valley College application form;
- A resume including three professional references;
- A supplemental application for this position (included in this Employment Opportunity packet);
- An applicant/recruitment data form (optional).

All documents submitted as part of the application package become the property of the College and will not be returned. Deliver, mail, FAX or email to: Skagit Valley College; Attn: Human Resources, Recruitment; 2405 East College Way; Mount Vernon, WA 98273; Telephone: (360) 416-7748 / FAX: (360) 416-7878; Jobline (360) 416-7800 TTY: 360-416-7718; E-mail: employ@skagit.edu; Website: <http://www.skagit.edu/>

This is a recruitment notice for all qualified applicants. Any modification to this job announcement will be posted at the Skagit Valley College Human Resources Office, Mount Vernon Campus.

CONDITIONS OF EMPLOYMENT

Skagit Valley College is committed to the health and safety of all members of its campus community. In compliance with Skagit and Island County Health Departments and SVC's immunization procedure, the following is required within sixty (60) calendar days of appointment for persons born on or after January 1, 1957. Proof of MMR vaccinations, OR copy of evidence of measles immunity OR signed waiver for the immunization requirement.

This classification is included in the classified staff non-supervisory bargaining unit, represented by the Washington Public Employees Association, WPEA. Membership in the WPEA within thirty (30) calendar days of appointment at this classification is a requisite for employment at Skagit Valley College under union shop requirements.

If hired, you will be required to provide proof that you are either 1) a U.S. citizen or 2) an immigrant whose status permits you to lawfully work in this country.

Skagit Valley College provides a drug-free environment and does not discriminate on the basis of race, color, national origin, sex, disability, sexual orientation, or age in its programs and employment. Applicants with disabilities who require assistance with the recruitment process should call Human Resources at (360) 416-7748. A telecommunication device for the hearing impaired is available at (360) 416-7718.

**SKAGIT VALLEY COLLEGE
SUPPLEMENTAL APPLICATION
1151 - Program Coordinator**

This supplemental application is the principal document used in the initial screening process; therefore, you must complete it to be considered for the position. Your response will provide information beyond that on your resume and the college application form.

Instructions:

- a. Be concise, but also be specific and thorough in your response.
- b. Do not refer the reader to consult information in other documents such as resumes or cover letters. Each item is rated separately on its own merits.
- c. Respond to all of the items in a separate document. Put your name, the name of the job for which you are applying and the date on each sheet of paper.

For EACH QUESTION, include WHEN and WHERE your experience and/or training occurred.

1. WORKING WITH THE PUBLIC/SPECIAL GROUPS/CLIENTS

Give two examples of your experience dealing tactfully and effectively with various individuals and groups in the workplace. For each example, include:

- What you did, such as gave information, explained program policies and/or activities, or resolved problems.
- The type of individuals or groups you worked with, such as clients, students, people, with diverse backgrounds, faculty, staff, or management.
- Your position, duties, and the extent of your responsibility for the final product or resolution.

2. WRITTEN COMMUNICATION

Describe your experience composing and editing business correspondence, reports, policies, procedures, technical material, and other documents. Indicate your responsibility for the final document.

3. VERBAL COMMUNICATION

Give specific examples which best demonstrate your ability to communicate effectively in the following situations:

- Explaining complex policies and procedures to individuals who have little or no prior understanding of them.
- Conferring with other departments and outside agencies regarding program activities.
- Recommending courses of action to program clients.