FAST TRACK SERVICES COORDINATOR

DEFINITION

Under general supervision of the Fast Track To Work Program Manager, provides services to the College's Fast Track to Work students; handles and resolves the more difficult program related problems; acts as the program manager for the program on a relief basis; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This single position class has extensive contact with students and others to interpret and explain regulations, obtain information and resolve the most difficult problems related to the Fast Track to Work (FTTW) program. Responsibilities include outreach to potential program participants, utilization of the computerized database, and provision of technical support and instruction to Fast Track staff. Successful performance of the work requires program coordination skills and written and oral communication skills to ensure that program objectives and requirements are met.

EXAMPLES OF DUTIES (Illustrative Only)

- Coordinates and performs responsible support for all student services of the Fast Track to Work program
- Provides liaison activities between College and the Human Resources Agency (HRA)
- Coordinates case management services for students
- Conducts workshops for potential students to explain policies and procedures
- Meets with students on a one-on-one basis to provide such information
- Develops an orientation schedule and coordinates arrangements with various school departments
- Prepares, edits and updates brochures and other information related to Fast Track programs
- Provides for the distribution of such literature to appropriate sources, resolves problems by meeting with students and others as appropriate, obtaining additional information and exploring alternative sources of assistance
- Provides instructions and technical direction to office staff
- Reviews, analyzes and processes student applications for assistance such as child care and book vouchers in accordance with state, federal and College guidelines
- Explains the benefits and requirements of various programs to students
- Coordinates and facilitates access to all campus services for which program students are eligible
- May provide bilingual services to the monolingual and limited English-speaking program participants
- Assists students in completing applications and other materials
- Certifies students' eligibility for particular programs
- Ensures that students are enrolled in appropriate course
- Works with counseling department in the preparation of educational plans that meet students' career goals and supporting agencies' requirements
- Enters student information into the computer processing system
- Monitors ongoing status of students in the program
- Assists in placement of students in internships, work study programs, subsidized and unsubsidized employment, working in conjunction with other government and community agencies
EXAMPLE OF DUTIES (continued)

- May work certain hours at One-Stop Career Centers and HRA
- Provides support services to students after obtaining employment
- Works with Fast Track Student Advisory Committee
- Prepares correspondence, reports and other written materials
- Attends informational workshops, conferences and meetings to gather and disseminate information
- Maintains accurate records and files
- May oversee and train student assistants
- Acts as the Program Manager for Fast Track to Work on a relief basis
- Performs related duties as required or assigned

QUALIFICATIONS

Knowledge of:

- Techniques for dealing with individuals from diverse academic, ethnic, socioeconomic and cultural backgrounds
- Federal and state laws and College rules and regulations relating to TANF and the Fast Track program
- Community college organization and operations
- Business data processing principles
- Record keeping principles and procedures
- Standard office practices and procedures
- Business mathematics
- Correct English usage, including spelling, grammar and punctuation
- Basic supervisory principles and practices

Skill in and Ability to:

- Interpret explain and apply complex rules and procedures
- Analyze and evaluate alternatives, recommend solutions, and assist students to obtain the benefits available
- Organize and prioritize work
- Instruct others in work procedures
- Interview students and obtain required information
- Prepare clear and concise informational materials and correspondence
- Use initiative and sound judgment within established procedural guidelines
- Maintain accurate records and files
- Maintain confidentiality of information
- Make accurate mathematic calculations
- Establish and maintain effective working relationships with those contacted in the course of the work
- Type with sufficient speed and accuracy to enter data into a computer database

NOTE: May require or desire bilingual skill in a designated second language
Other Requirements:

- Must possess a valid California driver's license or be otherwise able to get to meetings away from the worksite
- Must be willing to work off-hours and at off-campus locations

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college with major coursework in a field related to the work, and three years of increasingly responsible experience in student services. Additional experience as outlined above may be substituted for the education on a year-for-year basis. Possession of a four-year degree may reduce the work experience requirement in two years.