



JOB TITLE: Student Care Coordinator
DEPARTMENT: Student Care
SUPERVISOR: Director of Student Care
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

To provide support and assistance to the Student Care Department-Student Success division including the Director of Student Care and Student Care Interns in all daily activities, tasks, projects, and major events. To create an environment that cares for students with excellence, compassion, and clarity in all administrative functions of the division.

ASSISTANT TO DIRECTOR OF STUDENT CARE RESPONSIBILITIES

- Student Care first impressions and communications including wellness center coverage, Christ-like customer service both directly and through leadership and supervision of student workers, answering phones and responding to emails in a timely manner.
- Administrative support including coordinating needs for wellness center and care events
- Assist with budget records for Student Life departments (where necessary) including the processing of payment requests, deposits and credit card reconciliation.
- Keep the shared calendar and provide administrative support for communicating Student Life events
- Effective Office Processing of office/student forms. Responsible for keeping accurate records, files, and update SOPs.
- Assist in hiring, training, and scheduling of student worker staff for student intern positions.
- Ordering office supplies, keep all office equipment running smoothly and overall keep a professional office environment.

ADDITIONAL RESPONSIBILITIES

- Provide timely and efficient management and oversight of daily operations and tasks.
- Provide supervision and direction for student workers.
- Coordinate availability of staff and operations for special events such as textbook delivery days, Orientation, and Registration.
- Manage the food pantry and basic needs pantry
- Responsible for maintaining resources and supplies in Wellness Center
- Take lead on projects necessary for daily operations and excellent service to students and wider campus including but not limited to: forwarding mail, web page updates, developing marketing for programming and events, ensuring timely posting of events across campus etc.
- Under the supervision of the immediate supervisor manage Wellness Center Counseling hours

QUALIFICATIONS

EDUCATION/CERTIFICATIONS:

- Bachelor's Degree preferred; Psychology or related field

REQUIRED KNOWLEDGE:

- Previous experience in a university environment and related activities
- Previous administrative support experience
- Knowledge of Microsoft Office, Excel, and Google Apps including Drive and Gmail
- Basic knowledge of mental health and wellness initiatives
- Basic knowledge of communication and design

SKILLS/ABILITIES:

- A strong and visible Christian faith
- Detail-oriented
- Commitment to the goals and values of William Jessup University
- Supervisory skills: supervise students and keep others accountable for duties
- Strong organizational skills and attention to detail
- Strong written, verbal, and interpersonal communication skills
- Self-motivational skills and group leadership skills
- A love for students and a desire to assist them in their personal, educational, and spiritual development.
- Comfortable with problem-solving and not flustered by ever-changing processes and systems

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS:

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete, and carpeted floors; adjustable workstation with an ergonomic keyboard is provided.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date