



JOB TITLE: Student Support Coordinator
DEPARTMENT: San Jose Operations
CAMPUS: San Jose
SUPERVISOR: Campus Director of Student Services
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

The Student Support Coordinator serves Jessup University at the San Jose regional campus. This position assists the Campus Director of Student Services in providing programming and services as needed for San Jose student success. A significant area of focus involves educating and empowering SJ campus international students toward cultural, interpersonal, and academic success.

This position also assists in the daily operation and administrative tasks for the San Jose campus, ensuring that all phone calls, visitors, and students are greeted in a friendly manner, resolving questions, and if necessary, directing them to the correct point of contact for any assistance they may need.

This position is part-time (15-20 hours per week), 100% in-person, and on the San Jose campus. Additionally, this position works a mix of daytime, evening and Saturday hours, with Saturdays required in order to provide adequate staff coverage at times when students are on campus.

The pay range for this position is generally: \$25.00-\$30.00 per hour. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

ESSENTIAL FUNCTIONS:

- Provides support to Campus Director of Student Services in offering campus-based services to enable San Jose students to thrive
- Helps develop, support and participate in campus events
- Helps direct students to appropriate Rocklin services and support
- Provides positive, prompt, and professional customer service for phone and in-person students and guests
- Operate a reception desk that promotes a professional image of the University at all times
- Completes student records data entry (e.g. class attendance)
- Maintains campus event calendar
- Responsible for inventory and restocking of general office supplies
- Submits IT help desk and Facility maintenance requests as needed for office equipment, etc.
- The ability to work weekends and nights
- Other duties as assigned

QUALIFICATIONS:

EDUCATION/CERTIFICATIONS:

- High school graduate or equivalent; some college work or additional related training preferred.

REQUIRED KNOWLEDGE/EXPERIENCE:

- 1-2 years of administrative experience

- Experience in customer service
- General knowledge of all Microsoft applications, i.e. Word, Excel, plus knowledge in the use of Google Workspace.
- Experience in operation of all general office equipment and procedures.

SKILLS/ABILITIES:

- Excellent organizational skills with attention to accuracy and detail
- Excellent, professional and friendly verbal and written communication skills and ability to relate to and serve others.
- Strong organizational skills with attention to detail and the ability to multi-task easily and efficiently. Work well under pressure in a fast-paced environment with multiple interruptions.
- Ability and initiative to learn new computer skills/programs and to learn new tasks quickly.
- Ability to perform research and gain knowledge to better serve visitors, employees, and students who come to the campus.
- Self-directed, proactive, helpful, friendly, outgoing, and positive.

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of William Jessup University 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, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

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, crouch 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 20 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 are 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 to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

Employee Signature

Date