VACANCY LISTING
Staff Full-Time

POSITION
Instructional Support Coordinator—TRiO, Student Support Services (Grant-Funded)

POSITION DESCRIPTION
The TRiO-Student Support Services Instructional Support Coordinator is a full-time, federally funded Title IV grant position. The position is responsible for coordinating and evaluating tutoring initiatives that focus on support to TRiO participants. The academic support provided by TRiO tutors should help increase retention, transfer, and graduation rates of low-income, first generation, and disabled students. The Instructional Support Coordinator is responsible for identifying participants’ needs as it relates to tutoring support, academic advisement, and personal development. The position will utilize data to identify strengths and weaknesses in order to assist the Director in making data driven decisions that ensure success for TRiO participants.

Annual appointments are subject to annual reauthorization of federal funds under the Department of Education, TRiO Programs. Continued appointment beyond August 31, 2020 is contingent upon grant renewal for the next award cycle, performance, and program needs.

MINIMUM QUALIFICATIONS
- A minimum of a Bachelor’s Degree in Education, Psychology, Sociology, Student Affairs, or related field.
- Prior experience as a tutor or advisor of at-risk populations; experience in student success services, learning support programs, or assessment of student retention is required.
- Experience with SSS or other TRiO funded programs, as an employee or participant is highly desirable. Special Consideration will be given to applicants who have experienced the same challenges as the SSS target population.
- The ability to work successfully as a team member, work independently showing initiative and interpersonal skills, and work cooperatively with other professionals.
- Excellent verbal communication, problem-solving and analytical skills; and strong computer literacy.

SALARY/BENEFITS
- Hiring range is 35,500-37,500.
- Benefits include paid holidays, annual and sick leave, medical insurance, and participation in the N.C. State Retirement System.

APPLICATION PROCEDURE

Job description follows (if applicable):
Federal Law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please contact us if you require a reasonable accommodation to apply for this position with Craven Community College.

APPLY ONLINE at www.cravenc.cc, select “Employment” at the bottom of the web page (under About Us). That will take you to the Human Resources main page. Click on the picture for Prospective Employees, (or click Learn more beneath that picture). In the center of that page click on the link for "Job Center".

Applicants must submit all required documents requested in the online application process to be considered. Before a candidate is hired, a pre-employment criminal background investigation and employer/professional reference check will be conducted.

DEADLINE TO APPLY

December 30, 2016

EMPLOYMENT DATE

February 1 2017

Craven Community College does not discriminate on the basis of race, creed, national or ethnic origin, gender, religion, disability, age, veteran status, or citizenship status.

Craven Community College is an Equal Opportunity Educational Institution.
Craven Community College

Position: Instructional Support Coordinator (TRiO Student Support Services)
Department: Academic Support
Reports to: Director, TRiO Student Support Services
Status: Full Time, Non-Exempt
Updated: November 2016

Occupational Summary
The TRiO-Student Support Services Instructional Support Coordinator is a full-time, federally funded Title IV grant position. The position is responsible for coordinating and evaluating tutoring initiatives that focus on support to TRiO participants. The academic support provided by TRiO tutors should help increase retention, transfer, and graduation rates of low-income, first generation, and disabled students. The Instructional Support Coordinator is responsible for identifying participants’ needs as it relates to tutoring support, academic advisement, and personal development. The position will utilize data to identify strengths and weaknesses in order to assist the Director in making data driven decisions that ensure success for TRiO participants.

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Essential Job Functions/Responsibilities

- Determine tutoring requirements and develop a tutoring schedule to best fit students’ support needs
- Collect data related to tutoring outcomes, and evaluate outcomes to identify areas for development
- Maintain accurate contact summaries in the TRiO database (Blumen)
- Collaborate/meet with instructors to obtain student progress reports and determine future tutoring needs
- Enter TRiO tutoring hours into Tutor Track
- Request tutoring referrals from instructors to ensure compliance
- Follow-up with students directly via phone, e-mail, Facebook, or face-to-face if he or she is currently receiving tutoring services from SSS
- Oversee and assist TRiO tutors while in the TRiO Lab and fill in the tutoring gaps when necessary
- Access college systems for transcripts and other essential information needed to complete job functions
- Create and secure speakers and materials for professional workshops, learning communities, and other program activities
- Conduct review sessions and work collaboratively with Craven Community College Tutor Coordinator to ensure program needs are met and make adjustments to the program as needed
- Conduct consultations with tutoring participants to ensure their needs are being met

Job description follows (if applicable):
• Conduct participant evaluation of program each semester
• Create a monthly report of tutoring hours, student performance, and tutoring summaries for the Directors review
• Compile an annual report and summary of tutoring services, survey outcomes, and programmatic changes needed for the upcoming year
• Meet with Student Support Services participants for registration, progress reports and as academic or personal needs occur
• Assist in identifying class sections for embedded tutoring
• Assist in academic advisement including academic planning specific to each student’s degree plan
• Other duties as assigned

Qualifications
• A minimum of a Bachelor’s Degree in Education, Psychology, Sociology, Student Affairs, or related field.
• Prior experience as a tutor or advisor of at-risk populations; experience in student success services, learning support programs, or assessment of student retention is required.
• Experience with SSS or other TRiO funded programs, as an employee or participant is highly desirable. Special Consideration will be given to applicants who have experienced the same challenges as the SSS target population.
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