

POSITION DESCRIPTION

Title: Computer Center/Student Services Coordinator

Reports to: ANA Project Director

Location: Happy Camp Community Computer Center

Salary: \$40,000 to \$47,380, depending on experience

Summary: The Computer Center/Student Services Coordinator assists Tribal adults, employees, and youth in gaining access to postsecondary education; assists and monitors all users with technology in the HCCCC; provides comprehensive student support services, and facilitates the academic success of postsecondary education participants in the ANA-SEDS *Karuk Paths to Prosperity* project.

Classification: Full Time, Regular, Non Exempt, Non Entry Level (Degree Required)

Responsibilities:

1. Identifies and assesses the quality of distance education programs available from accredited community colleges; and matches distance education programs to needs of Tribal adults, employees, and youths.
2. Promotes distance education opportunities accessible through Tribally-operated CCCs and recruits prospective students.
3. Assists prospective students with college enrollment process, in developing academic goals and career plans, applying for college admission, and applying for financial aid.
4. Provides comprehensive student support services to distance education program participants (e.g., academic advising, advocacy, performance monitoring, and student records maintenance).
5. Enters student data into database for ANA Grant reporting purposes.
6. Develops cooperative working relationships with financial aid and student services professionals at colleges and universities offering distance education programs of interest to program participants.
7. Serves as an informational link and liaison between the *Karuk Paths to Prosperity* project and public school personnel, Tribal education and employment staff, and prospective program participants.

8. Maintains confidential records of student performance and provides statistical reports to the ANA Director on student academic achievements, obstacles encountered, recommended remediation, and possible program improvements.
9. Shall greet and direct all visitors to the Happy Camp Community Computer Center and distance learning facility in a friendly and helpful manner.
10. Shall assist new users with computer login protocol, and correct and proper use of Center equipment. Also assist users with new and existing email related questions regarding attachments, etc.
11. Shall monitor users for inappropriate behavior, language and web sites.
12. Shall receive telephone calls, take accurate messages and answer questions with an even temperament and using good judgment.
13. Shall assist in resolving conflicts and diffusing potentially disruptive behaviors of individuals using or inside Center; shall assist in obtaining necessary restraining orders against potentially dangerous individuals, as authorized by center director, teacher/technician or high school administration.
14. Manage hardware and software inventory.
15. Attend orientation, staff development, and staff meetings.
16. Shall fill in for director, teacher technician and/or student services coordinator in his/her absence.
17. Shall assist center director or teacher/technician with classes and training as needed.
18. Assists Director in developing intake, utilization, outcome and evaluation instruments; collects, compiles and assists the Director in interpreting baseline user data, as well as data on frequency and types of computer use, skill building progress and achievement of education and employment related goals.
19. Shall assist in scheduling and coordinating access to Community Computer Center by diverse groups and individuals for a variety of education and employment related activities (e.g., unrestricted access periods for youth, adults, parent/child pairs and the broader community).
20. Be available to work or have coverage for weekends and evenings when needed.
21. Assists in the writing of Center or ANA newsletter articles for Tribal newsletter.
22. Assist in the creation of attractive and eye-catching flyers for coming events and classes.
23. Other duties as assigned.

Qualifications:

1. Ability to work effectively with Native American people in culturally diverse environments.
2. Ability to manage time well and work on multiple tasks under performance deadlines.

3. Ability to establish and maintain harmonious working relationships with prospective postsecondary education participants, other employees and the public.
4. Ability to motivate learning in an educational setting; ability to maintain confidentiality.

Requirements:

1. Must have a bachelor's degree from an accredited four-year college; two years of professional student services experience preferred.
2. Demonstrated ability to understand American Indian perspectives and establish excellent rapport with American Indian students.
3. Demonstrated knowledge of academic advising techniques (e.g., admission requirements, financial aid processes, college entrance and graduation requirements, and organizational structure of community colleges).
4. Excellent organizational skills; ability to work independently. Must be able to coordinate and/or perform multiple tasks of a complex nature requiring discerning judgment.
5. Tact, discretion, and capacity to inspire cooperation and confidence among students.
6. Demonstrated ability to speak clearly and communicate effectively in face-to-face, email, and telephone communications.
7. Knowledge of negotiation-based communication methods and conflict resolution practices.
8. Excellent computer skills; previous experience with online, videoconferencing and other technology-mediated instructional methods preferred.
9. Demonstrated ability to establish/maintain an effective file and retrieval system; previous experience with postsecondary student records management preferred.
10. Must possess valid California driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
11. Must adhere to the Tribe's confidentiality policy.
12. Must successfully pass a drug-screening test and criminal background check from the Karuk Tribe of California, and LIVE Scan through an educational organization (college or office of education).

Tribal Preference Policy: In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Board Approved: January 23, 2008

Employee's Signature: _____

Chairman's Signature: _____