ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Student Service Coordinator
Online Program

DEPARTMENT: Graduate School of Social Service

POSITION SUMMARY:
The Student Service Coordinator contributes to the development and implementation of GSS student services policies, procedures, requirements, and activities under the direction of the Senior Director for Online Education and the Assistant Dean for Student Services. As a vital member of the Student Services team, the Student Service Coordinator participates in providing a variety of direct support services to students enrolled in the GSS Online MSW Program. Support services include information and problem solving, academic advisement, registration, orientation, and professional development opportunities. This position will operate primarily from the Westchester Campus.

RESPONSIBILITIES:
• Provide consultation to GSS community and Online Program management partner on most current academic course curriculum and plans of study.
• Assist in coordination and monitoring of academic advising system and student assignments.
• Provide students with information and support, providing appropriate resources/referrals and follow-up. Provide individual academic advisement to students when necessary.
• Participate in coordination and implementation of a range of student activities such as orientation, professional development series, conferences, workshops, graduation, student advocacy and other social/academic events.
• Assist in Student Service Dept. trainings for faculty, administrators, staff, and the community.
• Assist in ensuring the accuracy and timely revision of all Student Services information and administrative materials including the GSS Student Handbook and Website.
• Oversee effect systems and processes for communication with students.
• Perform other duties as needed.

QUALIFICATIONS:
• Bachelor’s Degree required; MSW preferred
• Minimum three (3) years of student service experience within accredited graduate school of social work preferred
• Ethical, sound judgment, detail-oriented, with strong organizational and time management skills
• Clear professional written and oral communication skills
• Exceptional interpersonal and relational skills
• Ability to function independently as well as part of a team and able to adapt to changes in priorities.
• Ability to work some evenings and weekends
• Technical proficiency in specialized applications such as DegreeWorks and Banner, & Slate

SALARY: Commensurate with experience

FLSA CATEGORY: Exempt

START DATE: ASAP

SEND LETTER AND RESUME TO: Patricia Heard
Senior Director for GSS Online Education
onlinemsw@fordham.edu

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