BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Coordinator of Student Success/Customer Service, Philip Ciarco Jr. Learning Center

DEPARTMENT: Student Affairs

FUNCTION: To assist the Dean of Student Affairs in establishing a comprehensive range of on-site Student Services, together with programs and workshops to support both current and transferring students

REPORTS TO: Dean of Student Affairs, Philip Ciarco Jr. Learning Center

SUPERVISES: Staff, as assigned

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Collaborate with the Staff of the CLC in assessing the academic needs of students in order to provide appropriate services
2. Assist with the admissions/registration process for credit and non-cred students
3. Liaise with the Office of Student Life to help customize student life programming for CLC students
4. Help develop extra-curricular programming/workshops to enhance student success
5. Help develop support systems/tools to aid students who are transferring between BCC programs
6. Oversee and monitor department budget
7. Performs additional tasks or duties as assigned by the Dean of Student Affairs, Philip Ciarco Jr. Learning Center, or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning
**Education:** Some college experience required

**Experience:** 5 + years working in a community college environment, preferably in a crosssection of departments. Experience in Business Process Management desirable

*Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.*

Submitted by: _____________________ Date: ____________  
Name/Title

Approved by: _____________________ Date: ____________  
Name/Title

Reviewed by: _____________________ Date: ____________  
Human Resources

Board Approval: _____________________ Date: ____________  
Board Approval

**THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE**