



## VACANCY ANNOUNCEMENT

**Position Title: Coordinator of Student Services and Testing**

**Position #: 400230**

**Position Status: Full-Time**

**Reports To: Dean of Student Affairs**

### **DUTIES AND RESPONSIBILITIES:**

The Coordinator of Student Services and Testing is responsible for oversight and management of the Student Services Center and testing site for Otero College under the direction of the Dean of Student Affairs. This position is one of the first staff members all patrons encounter upon entering the Student Service Center and requires a positive, customer service focused attitude. This position requires independent decision-making related to troubleshooting and responding to technical and operational situations, escalating student concerns, identifying needs for procedural changes, and engaging with various college departments and leadership when responding to issues and opportunities to refine the overall office flow and student pre-registration processes. This position involves knowledge of sensitive information and is required to maintain confidentiality in all matters.

1. Manage the day-to-day activities of the office including but not limited to supervising student work study employees, maintaining files, answering telephone and email inquiries, and monitor office expenditures to assure purchases are within budget.
2. Receive and assist visitors and telephone callers, referring them to the supervisor or other offices as appropriate. Deal with challenging student interactions in a professional and diplomatic manner and always maintain a calm and courteous office environment. Handle complaints and conflicts diplomatically to diffuse potentially volatile situations as required.
3. Provide administrative support for the student conduct management process that includes contacting the student, scheduling a meeting, or hearing, managing student correspondence, maintaining a report of student conduct violations and referrals, and managing the intake of student complaints, appeals, and grievances.
4. Evaluate all incoming correspondence to determine which matters require the Dean's immediate attention and maintain the Dean's calendar, keeping current with various appointments and meetings, reserving conference rooms, and making other necessary arrangements including organizing materials, sending out meeting notices, and coordinating catering details.
5. Prepare minutes, formal reports, and other documents for internal and external groups and organizations in which the Deans are involved.
6. Assist with various special events, activities, assignments, and projects as assigned including the Annual Academic Awards Ceremony, Commencement, and New Student Orientation.
7. Maintain and enforce the National College Testing Association (NCTA) Professional Standards and Guidelines for Post-Secondary Test Centers along with maintaining membership in Consortium of College Testing Centers.
8. Manage the Otero Testing Center to ensure the integrity of all testing, including Accuplacer, Pearson Vue, Kryterion, Prometric, CLEP and Workkeys.

9. Manage and schedule all placement testing. Works with high school counselors of local school districts or other agencies to determine testing requirements-and coordinate administration of that test.
10. Maintain required documentation and testing reports, ensures the security of all testing equipment and materials, and reports results to testing candidates, faculty or others determined to have a need to know.
11. Process High School Transcripts and/or utilize multiple measures to properly determine placement into courses. Administers self-guided placement assessments to students if necessary.
12. Provide a range of administrative tasks designed to ensure the smooth operation of the Testing Center and advising processes.
13. Assign newly admitted students to advisors according to student major or preferred field of study.
14. Design/deliver training and on-going updates (e.g., seminars, workshops, etc.) to advisors, faculties, and staff related to the placement and enrollment process.
15. Serve on the Prior Learning Assessment committee and works closely with the Registrar, advisors, instructors, and administrators to implement credit for prior learning processes in accordance with System guidelines and process any Credit for Prior Learning requests.
16. Perform other duties as assigned by the Dean of Student Affairs.

*See Human Resources for a complete job description.*

#### **MINIMUM QUALIFICATIONS:**

- Bachelor's degree or an equivalent combination of education and/or experience may substitute year-for-year for the degree
- 2-3 years of related office and administrative experience
- Excellent written and oral communications.

#### **PREFERRED QUALIFICATIONS:**

- Bilingual in English and Spanish
- Experience working in an educational setting
- Demonstrated sensitivity to working with low-income, first-generation students and students with disabilities who are academically under-prepared.
- Educational philosophy in alignment with a small rural community college.

#### **SALARY:**

\$36,500 - \$40,000 with excellent benefit package including PERA retirement, health, vision, dental, life insurance and paid annual and sick leave

#### **APPLICATION INSTRUCTIONS**

**For consideration, an applicant file must contain:**

1. Cover letter that addresses the minimum and preferred qualifications
2. Resume
3. Copies of transcripts (A.A., B.A., and M.A.)
4. Names, addresses, and phone numbers of 3 professional references

#### **APPLICATION DEADLINE**

Open Until Filled – 1<sup>st</sup> review of applications will be August 8, 2022

#### **POSITION START DATE:**

ASAP

### **Submit Application Packet To:**

Otero Junior College  
Attn: Kelsey Barbee  
Director of Human Resources  
1802 Colorado Ave  
La Junta, CO 81050  
FAX: (719) 384-6947

**Or Email To:** [kelsey.barbee@otero.edu](mailto:kelsey.barbee@otero.edu)

### **Inquiries May Be Directed To:**

Kelsey Barbee  
(719) 384-6824

***Applicants must submit to and pass a background check before an offer of employment can be extended.***

Otero College prohibits all forms of discrimination and harassment including those that violate federal and state law or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. Otero College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and participation in vocational education programs.

The College has designated Kelsey Barbee, Director of Human Resources, as its AFFIRMATIVE ACTION (AA), OFFICER, EQUAL OPPORTUNITY (EO), AND TITLE IX COORDINATOR with the responsibility to coordinate its civil rights compliance activities and grievance procedures. If you have any questions, please contact Kelsey Barbe, Director of Human Resources at 719-384-6824, [kelsey.barbee@otero.edu](mailto:kelsey.barbee@otero.edu), or 1802 Colorado Ave. McDivitt Hall RM# 140, La Junta, CO 81050.

You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.

***The Federal Clery Act (The Student Right to Know and Campus Security Act of 1990) requires all institutions of higher learning to make available to prospective employees the agency's Annual Security Report/Campus Crime Statistics. A paper copy of this report can be obtained at the Student Services Center upon request or at: <http://www.ojc.edu/content/marketing/catalog.pdf>. This report includes statistics for the previous three years concerning crimes that occurred on campus or on property controlled or owned by Otero College, as well as public property within, or immediately adjacent to and accessible from, our campus.***

***Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinarily terminated or resigned in lieu of termination, must disclose this information in your application packet***

**Qualified protected class individuals are encouraged to apply**

Otero College must comply with the Immigration Reform and Control Act of 1986. If hired you will be required to provide documents to show your identity and authorization to work. In addition, Colorado fiscal rules require direct deposit for all new employees.

### **ABOUT OTERO COLLEGE:**

Founded in 1941, Otero College is an accredited Hispanic Serving Institution and is a state two-year community college with approximately 1500 students (1250 FTE) made up of traditional, non-traditional and international students. The college is governed by the State Board for Community Colleges and Occupational Education. Otero is located on an attractive 40-acre campus on the southern edge of La Junta, Colorado. The college is a full-service campus with dormitory housing, food service, men's and women's varsity intercollegiate athletics, and state-of-the-art educational technology. The city of La Junta has a population of approximately 8,000 and is located on Highway 50, sixty miles east of Pueblo. The college serves the residents of Otero, Bent, and Crowley counties. This rural geographic area in southeast Colorado is primarily agriculture based and has a population of approximately 33,000 people. Students at Otero can earn degrees in Associate of Arts, Associate of Science, Associate of Applied Science, Associate of General Studies or an Associate Degree in Nursing. Students who wish to pursue vocational occupations will find over a dozen one- and two-year certificate programs available. Career and Technical Education certificate programs at Otero include:

Advanced Ag/Business Management  
ABM Financial Analysis  
Ag/Business Marketing and Risk Management

ABM Records and Business Planning  
Rural Business Entrepreneurship  
Cosmetology  
Hair Stylist  
Nail Technician  
Esthetician  
Crop Production  
Intro to Horticulture  
Horticulture  
Emergency Medical Technician  
EMT Intermediate  
Community Health Worker  
Law Enforcement Training Academy  
Livestock Production  
Agriculture Production Management  
Artificial Insemination  
Nurse Aide  
Practical Nursing  
Phlebotomy  
Oxyacetylene  
Welding Fundamentals I  
Welding Fundamentals II  
Welding Production  
Advanced Welding Pipe  
Advanced Welding Railroad

To learn more about Otero College, visit the college's website at [www.otero.edu](http://www.otero.edu).

**OTERO MISSION STATEMENT:**

To provide quality higher education that is accessible, transforms lives, expands employment opportunities, enriches our communities, promotes individual and global cultural diversity, and fosters economic development.