



Student Support Services Coordinator

The University of Arkansas-East Arkansas Community College (UA-EACC) is seeking a highly organized, student-focused professional to serve as the TRIO Student Support Services (SSS) Coordinator. This position plays a critical role in the day-to-day coordination of the federally funded TRIO SSS program, supporting the Director in achieving program goals and ensuring compliance with federal regulations. The SSS Coordinator will manage a caseload of participants, coordinate academic and enrichment services, and contribute to the overall success and retention of first-generation, low-income, and disabled students.

Job Duties

Position duties include but are not limited to:

- **Student Recruitment & Intake**
 - Identify, recruit, and enroll eligible students (low-income, first-generation, and/or disabled) into the TRIO Student Support Services project.
 - Conduct intake interviews and develop individualized Plans for Success.
 - Maintain accurate and complete student records in Student Access
- **Academic Advising & Support to an Assigned Caseload**
 - Provide proactive, contextualized academic advising and coaching. Manage a program caseload of TRIO participants and document services, student contacts, interventions, and referrals.
 - Monitor student progress, including midterm and final grades
 - Coordinate interventions for students on academic probation or at risk.
 - Assist students with course selection, transfer planning, and financial aid processes.
- **Program Coordination**
 - Plan and facilitate workshops on study skills, financial literacy, time management, and personal development.
 - Organize and supervise student exploration trips including summer trip.
 - Assist with planning and attend college transfer trips
- **Data Management & Reporting**
 - Track student services and outcomes in compliance with federal TRIO regulations.
 - Assist with preparation of and contribute to data collection of internal and federal reports, including Annual Performance Reports (APR).
 - Use data to inform program improvements and student interventions.

- **Collaboration & Outreach**
 - Promote TRIO/SSS across campus
 - Represent the program at orientations, campus events, and professional conferences
 - Coordinate with programs such as Career Pathways, Jobs for America's Graduates (JAG), and Disability Services
- **Administrative Support**
 - Assist with budget tracking, P-Card transactions, and purchase orders.
 - Submit monthly and semesterly reports, time and effort sheets, and travel authorizations.
 - Meet regularly with the Director to ensure program goals are met.
 - Perform other duties as assigned

Minimum Education and/or Experience

A Bachelor's degree in education, counseling, student affairs, or a related field is required; a Master's degree is preferred. Candidate must have demonstrated experience working with disadvantaged or underserved populations, as well as a minimum of five years of experience in higher education or student support services. Experience with TRIO or similarly federally funded programs is preferred. Familiarity with Student Access, Jenzabar, and federal TRIO regulations is preferred. Candidates must also have strong communication and organizational skills.

Salary: \$47,840.00. UA-EACC offers a generous fringe benefit package including excellent leave time, employer paid insurance, and multiple retirement plan options.

Please submit an UA-EACC application, cover letter, resume', and transcript(s) to UA-EACC Office of Human Resources, 1700 Newcastle Road, Forrest City, AR 72335 or via email to humanresources@uaeacc.edu. You may access the online application at www.eacc.edu/employment. Review of applications will begin immediately and continue until the position is filled. A background check will be conducted before hiring.