

FORT SCOTT COMMUNITY COLLEGE
Position Description GR10

NAME:

JOB TITLE: Database and Social Media Manager Student Support Services

DIVISION/DEPARTMENT: Student Services

RESPONSIBLE TO: TRIO SSS Director

MONTHS PER YEAR: 12

HOURS PER WEEK: 40

UPDATE: 1/23

CREDENTIALS/QUALIFICATIONS:

The minimum requirements include a high school diploma or GED, with an associate's degree or higher preferred. At least one-year experience in filing, bookkeeping, generating reports, and analysis will be required. Proficiency in English, typing, computer database skills, social media, and excellent people skills are required. Prior experience of working with disadvantaged students will be preferred. Ability to maintain confidentiality is essential.

JOB PURPOSE:

The database manager will be responsible for the clerical and social media duties associated with the project including the accurate input of participant data for tracking purposes.

MAJOR DUTIES AND RESPONSIBILITIES:

- The database manager will serve as a primary receptionist and “face” of the TRIO Student Support Services office, greeting participants, students and visitors. Additionally, directing participants and students to the appropriate office, answering telephone calls, taking messages, scheduling appointments, supervising work-study students, handling all correspondence, overseeing monthly newsletters, maintaining all participant data collection for reporting purposes, and providing project information to those who inquire.
- The database manager is responsible for the participant tracking system, maintaining minutes of staff meetings, assisting with the requisition of supplies needed for the project, and maintaining the SSS social media platform.
- The database manager will create relevant and trendy social media content using online graphic design tools (ex. Canva) and post content across all platforms used by the program (Facebook, Instagram, Twitter, etc.). Additionally, the database manager will engage with students and followers via social media platforms.
- The SSS database manager will maintain a database of all SSS participant records utilizing the tracking software, as well as each student's file. Efficiently track GPA, transcript assessment, course schedule, and tutoring records, and data necessary for APR reporting, for SSS participants.

- The database manager will keep accurate, up-to-date records (both in the data base and hard copy) of participant participation in the SSS project. This includes, but is not limited to, proof of eligibility requirements, academic need required, services provided (PSP, faculty mentor contacts, tutor contacts, advisor contacts, events and activities), progress of each participant (course schedules, two-year plan), financial aid status, and special needs/accommodations.
- Work closely with all SSS staff members to handle ordering supplies, scheduling meetings and other duties needed to assist the Project Director in all functions of this program.
- Attend professional development as required by the grant and/or college.

Employee: _____ **Date:** _____
Signature

All job descriptions are subject to revision based on changing needs of the college