

EXAMPLE SPARKPOINT COORDINATOR RESPONSIBILITIES & COMPETENCIES



This is an example of possible responsibilities and competency areas for a SparkPoint Coordinator. This is not meant to be an exhaustive list and not all the items on this list may be applicable to all SparkPoint Coordinators. These should be adapted based on the needs of your SparkPoint Center and institutional context.

EXAMPLE RESPONSIBILITIES:

- Serves as the:
 - Primary Coordinator for SparkPoint services
 - Data Collection Manager for SparkPoint activities
 - Financial Coaching Lead/Trainer
- Coordinates the administration of financial, credit and career assessments and diagnostic surveys
- Coordinates workshops and orientations about SparkPoint programming and services
- Directs and coordinates the work of Financial, Credit and Career Coaches, Student Assistants, Volunteers and other staff as assigned
- Serves as liaison between student program participants and various instructional and student services departments
- Refers students to community, business, governmental and other resources
- Conducts follow-up to determine student needs and available program services
- Refers students to career and other counselors, instructional programs and to other college offices as appropriate
- Coordinates SparkPoint food pantry efforts, including supervising students, coordinating staffing, ordering food, and maintaining quality controls
- Coordinates logistics and establishes timelines, required materials, online support services, facilities, publicity and other program and event needs
- Participates in planning and implementation meetings with college and outside groups and representatives
- Exchanges information with students, staff, other educational institutions, community and business representatives, vendors, governmental agencies, and the general public regarding SparkPoint services, eligibility requirements, policies, timelines, required forms and other information.
- Makes presentations to small and large groups as a program and college representative
- Plans, conducts, and participates in tours, job fairs, and program services in conjunction with management, faculty and other staff
- Plans joint events with other college departments and programs, and with outside business and community representatives
- Clarifies language on student forms and printed information
- Responsible for the development of correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other printed and digital materials such as the SparkPoint website
- Gathers data and information to inform program strategy and performance (for example, program administrative data, student demographics, program outcomes, emerging trends and resources in the community)
- Oversees SparkPoint data entry, data quality assurance and compliance with data privacy laws and confidentiality protocols

EXAMPLE COMPETENCY AREAS:

- Understanding of SparkPoint services, financial coaching/credit counseling, financial aid, basic needs and related student support services available to underrepresented student populations on community college campuses
- Financial education and literacy knowledge
- Knowledge of applicable and available community, business, governmental and educational resources, including public benefits and financial resources
- Interview, assessment and evaluation

- Implementation of training and services programs
- Short- and long-range program and event planning, program and event implementation, coordination and evaluation
- Bilingual/multilingual preferred
- Lived experience or familiarity with the barriers faced by individuals and families who are struggling with employment, housing, food access, educational attainment, mental health, and financial wellness
- Understanding of and ability to articulate the role equity, inclusion and diversity play in SparkPoint's work
- Sensitive, respectful and effective communication of people of diverse cultures, language groups and abilities
- Can work with faculty, students, staff, academic

community and the public with tact, discretion and courtesy

- Oral communication, including public speaking
- Written communication
- Establishing and maintaining effective and efficient working relationships
- Can multi-task in fast-paced diverse setting
- Work effectively as part of a customer-service team
- Compile and format a variety of data for reports
- Data collection using electronic database including training and quality control
- Can use a variety of computer software to track and monitor data, including but not limited to, Microsoft Office (Word, Excel, PowerPoint, Outlook) and case management software.