

Job Description

Position Title: Administrative Coordinator, Dual Enrollment

Job Family: Administrative Support

Job Type: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 04

Position Summary:

The Dual Enrollment Administrative Coordinator provides advanced programmatic support in their designated program. Key responsibilities revolve around the promotion of their assigned department and may vary by program. Provides support to departmental leadership by facilitating daily operations. The Dual Enrollment Administrative Coordinator assists the Dean of Dual Enrollment and monitors all academic credit for all dual enrollment grade submissions, D2L Dual Enrollment Orientation completion, serves as a liaison between Dual Enrollment instructors and PCC Department Heads, calendaring and maintaining databases. The Dual Enrollment Administrative Coordinator performs multifaceted course scheduling, creation, maintenance, and schedule refinement to maintain complex multi-campus high school classrooms for centralized academic and event scheduling. The Dual Enrollment Administrative Coordinator researches, compiles data, and prepares and reviews related reports and correspondence.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides administrative support to mid-level and higher administrative staff and assists faculty/staff by answering, screening and directing phone calls; reviews and responds to emails; prepares and proofs reports, letters, spreadsheets, personnel-related paperwork, travel documents, and requisitions; coordinates meetings, and takes notes.
2. Prepares/assists with the Academic Dean's travel and PCard expense reports. Manages Academic Dean's/Division staff membership renewals and registrations.
3. Provides administrative support to the Division Dean, Faculty, and Staff (prepares documents for electronic signatures, creates vehicle request forms, prepares FAMIS 360 work orders, IT Tickets, schedules building/room reservations for dual enrollment events and meetings, emails Division with meeting notices, reminders and deadlines, and assists with textbook information, ePARs, PAFs, maintains and orders Office supply, D2L Dual Enrollment Orientation completion, Missing Grade Reports, and pulls the Proof of Schedule in Pima Reports as needed.
4. Performs data entry to create CRNs and edit and maintain the academic schedules for multiple semesters for Dual Enrollment courses utilizing the College's software systems. Audits, and updates course fees, textbook fees, differential and reciprocal tuition fees for each course section number.
5. Assists and provides guidance to Administrators and staff in the calculation of seat time according to the Carnegie guidelines. Identifies issues and discrepancies.
6. Participates in the development of master schedule with management administrative staff. Prepares reports on enrollment, loads, and status of adjunct faculty contracts. Provides notice of cancellation of classes and cancellations of faculty contracts in final approval status.

7. Troubleshoots, advises and supports staff and various departments to implement, update and resolve technical problems including submitting and following up on purchasing, payroll, research requests and similar items.
8. Develops and implements training for staff including new hire orientations, new hire/change of location/retirement paperwork, annual training, and site location requirements.
9. Manages assigned online files and groups, including records management and communication tools.
10. Functions as a liaison between students, faculty, staff, and the general public and serves as the first point of contact for inquiries, complaints, and concerns.
11. Interacts with students, faculty, staff, and the general public to answer questions concerning processes and procedures or confidential issues or concerns. Keeps current with all policies and procedures and processes for College systems and serves as a clearinghouse for inquiries and support to these systems, making referrals to appropriate areas as needed.
12. Responds to complex requests for information from staff, faculty, students and the community. Gathers, assembles, updates, and distributes a variety of department or college specific information, forms, records, and data as requested.
13. Assists the Dean in tracking financial activity and departmental budgets; reviews financial transactions and other documents for accuracy and availability of funds; ensures compliance with laws and College regulations and policies. Prepares financial documents as requested.
14. Coordinates projects with administrative leadership, Academic Deans, Department Heads, and supervisor, and related groups regarding budget, confidential records, and upcoming projects.
15. Updates confidential files and records for students and staff.
16. Applies critical thinking and make decisions within the scope of the role including anticipating potential changes, concerns, and responses and then make appropriate adjustments.
17. Takes initiative, responds to changing priorities, and facilitates resolution of issues as they arrive.
18. Researches, and uses independent judgment to solve complex conflicts, identifies potential threats and enrollment opportunities within the overall scheduling timeline. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of regulatory compliance principles and practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge and application of organizational and time management principles
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in performing a variety of duties, often changing from one task to another of a different nature
8. Skill in positive, productive and flexible customer service
9. Skill in project management principles, processes, and techniques
10. Ability to adapt and maintain professional composure in emergent and crisis situations

11. Ability to apply effective and accurate data entry and typing skills
12. Ability to develop and maintain effective and positive working relationships
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field required.
- One (1) to Three (3) years of related experience providing technology general office support required.
- Three (3) to Five (5) years of related experience providing technology general office support preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's