

Job Description

Position Title: Coordinator, Program Administration

Job Family: Instructional Support

Job Type: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Aviation Program Coordinator provides advanced programmatic support for the Aviation program and coordinates academic advising, general and selective admissions, assessment and testing, and financial aid processes. The Aviation Program Coordinator provides support to departmental leadership by facilitating daily operations. The Aviation Program Coordinator aids students in setting academic goals and acquiring relevant information and services. The Aviation Program Coordinator provides academic advice to guide students into making decisions consistent with interests, goals, abilities and degree requirements both on-line and in-person; identifies at-risk students. The Aviation Program Coordinator serves as a liaison between division deans, faculty, and area staff to develop and support the execution of strategic initiatives. The Aviation Program Coordinator participates in outreach events to increase enrollment and awareness.

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. Evaluates student program applications and selective admissions requirements; provides appropriate guidance to facilitate program acceptance/enrollment.
2. Conducts research and makes programmatic recommendations according to guidelines for career counseling, advising, admissions, financial aid, and placement and testing. Ensures programmatic advice and course recommendations provide student pathways for transfer and employment opportunities.
3. Develops systems, processes, and procedures to improve the quality of Student Service offerings. Monitors procedures to ensure consistency in compliance with all College, State, Federal, and accreditation guidelines applicable to Student Affairs. Manages the development of operational policies and establishes goals and objectives.
4. Measures the quality of levels of services provided. Collects, analyzes, and disseminates a variety of information. Prepares related reports and summaries; and makes recommendations based on findings.
5. Investigates and resolves issues and complaints from students, faculty, staff, and the general public.
6. Serves as case manager for Aviation student financial aid requirements; assists students in navigation of MyPima portal financial aid requirements, and provides advice and support in explaining requirements, policies, procedures and processes. Provides face-to-face customer service and eliminates the need for students to travel to a main campus for assistance.
7. Tracks program pathway/course completion and initiates graduation applications; ensures program viability metrics accurately reflect program completers.

- 8.** Coordinates presentations and recruitment efforts for community partners such as Jobpath, Earn to Learn and Az at Work. Prepares, develops, and presents student workshops for scholarships and other financial aid resources.
- 9.** Identifies alternate funding streams for Aviation students that ensure program persistence and retention; coordinates with PCC Workforce Development to initiate and process community and employer sponsored program applications and recipient payments.
- 10.** Develops individual academic plans to ensure students register for correct coursework and tracks progress to identify at-risk students for additional support.
- 11.** Creates, schedules, and conducts new student orientations, group advisory sessions, and events including internal and external partnerships.
- 12.** Coordinates communications between Aviation faculty, staff, and students concerning student academic success towards achieving academic, career and personal goal attainment.
- 13.** Provides academic counseling and evaluates prospective students professional and academic histories to ensure proper program selection/placement and maintains applicant tracking records to ensure that student needs are proactively being met.
- 14.** Leads the collaborative effort between Aviation faculty and staff, and other internal PCC departments and external organizations to ensure proper referral to career counseling, and college and community resources.
- 15.** Meets individually with current and prospective students to facilitate academic planning and scheduling and address student concerns. Compiles, develops, analyzes, and monitors course requests and approvals.
- 16.** Builds My Degree Planners; educates students on dual degree requirements and completes necessary documentation for overlapping concentrations within a semester for Veterans benefits requirements.
- 17.** Analyzes confidential student information; identifies issues and discrepancies; and formulates recommendations for appropriate action based on findings.
- 18.** Oversees Part 65 program recruitment, marketing, and enrollment.
- 19.** Provides technical information and interpretation of college policies, practices and procedures; best practices, trends in student development theory; and Federal and state laws and regulations to ensure student compliance.
- 20.** Collaborates with the Registrar, Financial Aid, Information Technology, Curriculum, Instruction, Placement and Testing and other departments to identify process issues. Makes decisions and solves problems impacting student enrollment and success.
- 21.** Networks with industry and educational leaders, attends advisory board meetings, and translates industry changes into updated academic practices to ensure programmatic alignment with student pathways and course recommendations.
- 22.** Supervises, mentors, prioritizes, and assigns work to employees; conducts performance evaluations, approves timecards, trains staff, and recommends hiring, disciplinary actions, and termination of staff.
- 23.** Responds to requests for information in an assigned program area for faculty, staff, students, businesses, agencies, local schools, and the community.
- 24.** Monitors and ensures strict compliance to testing policies and procedures according to college, local, state, national, and vendor rules and regulations.
- 25.** Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge of managerial and supervisory skills.
4. Knowledge of principles and methods for promoting programs and services.
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in project management principles, processes, and techniques.
9. Skill in program development and process improvement.
10. Skill in analyzing data and drawing conclusions.
11. Skill in people leadership and supervision.
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
13. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff, and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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 of study required.
 - Master's degree in closely related field of study preferred.
 - One (1) to Three (3) years of related experience required
 - Three (3) to Five (5) years of related experience 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of 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:

- Some evening and weekend work hours
- Pre-employment Background Check Required
- Valid AZ Driver's License