

Job Description

Position Title: Coordinator, Workforce Development

Job Group: Student Services

Job Level Group: Professional Entry

FLSA Status: Exempt

Position Summary:

The Workforce Development Coordinator serves as special resource for learners navigating Pima Community College and supports the data and technology needs of Workforce Development Client Services. Responds to learner and partner inquiries via all modalities and guides learners through enrollment processes. Serve as a high-level resource specialist in multiple areas of Workforce student services and to process, monitor and analyze contractual payments and learner data to ensure accuracy, efficiency and compliance

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. Monitors, answers, and responds to learner and partner inquiries via media platforms and PCC online services.
2. Provides advice to students on policies, procedures, and processes pertaining to multiple functional areas, targeted academic programs, or student populations.
3. Navigates students through the Pima platforms, including MyPima, MyDegreePlan, and the Pima website; guides students in successful use of platforms.
4. Makes decisions or recommendations according to guidelines for financial aid and advising, evaluates academic transcripts and makes graduation checks, and assists with degree plans. Prioritizes student service requests. Trains and assists students to navigate the student portal and online student services processes.
5. Serves as a resource for students in completing various forms and applications; helps students stay in compliance with college policies and procedures; and maintains confidential student records in compliance with Family Educational Rights and Privacy Act (FERPA).
6. Implements department operational procedures, forms, and processes in coordination with the District Office specifications and other campus departments.
7. Makes recommendations for process changes and improvements; prepares reports and conducts data collection.
8. Analyze learner data, formulates recommendations, and build technology solutions to maintain and track data through spreadsheets and other digital formats.

9. Supports and monitors various PLA processes for life-long learning using internal and external databases and serves as point of contact for external PLA partners and PLA database-related inquiries, training, and technical issues.
10. Manages, troubleshoots, and implements upgrades and changes to online technical support documents.
11. Reviews financial transactions and documents for accuracy, availability of funds, and for compliance with college departmental policies.
12. Analyzes accounting and financial systems data, researches and interprets information, identifies issues and discrepancies and formulates recommendations and reports based on findings.
13. Monitors and tracks agreements containing financial information including contract billing for audit and review of various contract related matters.
14. Reviews and processes electronic transactions within the noncredit system. Verifies adherence to regulations and policies related to learner payments.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of related regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices
3. Knowledge of administrative procedures and practices.
4. Knowledge and application of organizational and time management principles.
5. Skill in analyzing data and drawing conclusions.
6. Skill in effective communication (both written and oral)
7. Skill in problem solving
8. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
9. Skill in positive, productive and flexible customer service.
10. Ability to apply effective and accurate data entry and typing skills.
11. Ability to apply effective written and verbal communication skills.

Supervision:

- Not responsible for supervising the work of others.

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.

- Information and Analytics. My position allows me to be a data leader. I provide a holistic representation of College's performance and well as data trends or issues.
- Student Success: My position allows me 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 Public Administration, Business, or a closely related field of study required.
- One (1) to Three (3) years of related administrative or reporting experience.

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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally 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:

- Pre-employment Background Check required.