

Job Description

Position Title: Coordinator, Academic Support

Job Group: Instructional Support

Job Level Group: Professional Entry

FLSA Status: Exempt

Position Summary:

The Coordinator, Academic Support develops, implements, and coordinates program enhancement. Establishes program guidelines, goals, objectives, and activities for a variety of student service programs. Researches, compiles and analyzes data; prepares and reviews related reports and correspondence. Prioritizes and assigns work and ensures staff member training.

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. Assists in development, implementation, and coordination of program enhancement, program guidelines, goals, objectives, and activities. Analyzes and reviews program statistics, budget, and needs; develops plans for program improvement.
2. Coordinates, manages, and monitors a variety of student service functions. Provides problem solving for circumstances impeding student enrollment. Provides direct service to students via email, phone, and video chat regarding academic programs, policies, and procedures.
3. Serves as liaison between high school Dual Enrollment Instructors and PCC Faculty.
4. Supports instructional leadership team and instructional coaches. Coordinates and manages course requests, faculty certification, and other requirements.
5. Prioritizes and assigns staff workload; ensures staff members are trained.
6. Researches, compiles, and analyzes data; prepares and reviews related reports and correspondence.
7. Manages all aspects of volunteer and student engagement programs.
8. Provides liaison services to a variety of College departments to distribute information.
9. 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 advising and counseling practices
3. Knowledge of internal and external customer service principles and practices
4. Skill in coordinating and monitoring the work of others

5. Skill in effective communication (both written and oral)
6. Skill in positive, productive, and flexible customer service
7. Skill in project management principles, processes, and techniques
8. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
9. 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 Education or a closely related field of study required.
- Master's degree in Administration or a closely related field of study preferred.
- Up to One (1) year of related program experience.
- One (1) to Three (3) 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 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; may be required 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:

- On-call rotation duties: Positions that require employees to be available during on-call shifts.
- Some evening and weekend work hours
- Pre-employment Background Check
- Valid AZ Driver's License