

JOB TITLE: Coordinator, Academic Services

DEPARTMENT: Academic Affairs

LOCATION: Union Campus

REPORTS TO: Vice President, Academic Affairs

FLSA: Exempt

LEVEL: 202

DATE: 5/13/25; 07/01/22

POSITION SUMMARY: Responsible for the coordination of instructional dual credit and dual technical credit programming; and coordination of instructional services including schedule processes, faculty payroll, adjunct support services, faculty workshops, and other related activities. Support the chief academic officer in the planning, development and implementation of academic activities including program development, assessment, program review and accreditation.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of bachelor's degree; three years related experience.

ESSENTIAL TASKS: Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.

- Coordinate with Admissions/Early College Office for course schedules and credentialing for faculty in dual credit and dual enrollment courses
- Assist the Chief Academic Officer and Academic Deans with assessment, curriculum, program development, and approval process of academic procedures
- Maintain faculty assignment sheets; manages and executes the process for faculty pay sheets
- Responsible for the planning and implementation of processes to ensure the timely and accurate execution of curriculum outcomes, including consistency of pathway documents, and collaborating with Registrar to ensure program pages are accurately updated.
- Collaborate with Student Development staff in coordinating academic activities
- Provides assistance to the Instructional Assessment Committee to support instructional assessment processes
- Assist with the development of academic policies and procedures, keeping appropriate manuals and documents current
- Maintain College information on the Department of Higher Education and Workforce Development (MDHEWD), Department of Elementary and Secondary Education (DESE), Department of Education (DOE), and Eligible Training Provider System (ETPS) websites
- Assist other departments as needed
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA) and generally maintains confidentiality in interactions with others
- Attend meetings and participate in committees, as assigned, and attends training as required or recommended
- Assist with campus events (i.e., orientations, open registrations, college fairs, commencement, etc.) as requested
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS AND ABILITIES:

College: Ability to perform all essential functions using safe work methods and following safety regulations relating to the job; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of College policies, procedures, and practices; ability to accurately perform mathematical calculations; ability to handle confidential material judiciously and relay negative information in a positive manner; ability to adapt in an ever-changing environment.

Departmental: Knowledge of assessment, academic affairs, faculty loads, classroom instructional technology; assignments and department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; ability to work with faculty in academic matters; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; ability to handle confidential material judiciously; excellent organizational, analytical, and planning skills; knowledge of career and technical education programs; ability to develop collaborative relationships; ability to read and interpret departmental documents; ability to write routine reports and correspondence.

LEADERSHIP AND COMMUNICATION SKILLS: Strong written and oral communication skills; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to manage interpersonal conflict situations requiring tact, diplomacy, and discretion; ability to work in a fast paced and stressful environment while maintaining a friendly and courteous manner; effective customer service skills, ability to interact effectively with diverse student populations and a wide variety of co-workers; possess strong presentation, interpersonal, and organizational skills; comply and enforce policies, procedures, and instructions; ability to communicate effectively verbally and in writing to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information, and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions, or solutions; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; human relations skills to operate in an extraordinarily diverse environment.

DECISION-MAKING and ANALYTICAL SKILLS: Ability to apply common sense understanding to carry out instructions furnished in written, oral, and diagram form; ability to make critical decisions; requires frequent decision-making affecting co-workers or the general public; may be responsible for providing information to those who depend on a service or product.

EQUIPMENT AND SOFTWARE: Utilize current College and/or departmental information technology including but not limited to, Microsoft Office, Outlook, Datatel (Colleague), ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 30 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*