

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EDUCATION CENTER COORDINATOR

SUMMARY DESCRIPTION

Under direction of the Center Dean or designee, perform a wide variety of difficult and highly complex administrative and secretarial duties in support of a full service Education Center, including support in the areas of academic affairs, student affairs, business affairs, human resources, and community outreach; support an administrator with a broad level of responsibility and serve as liaison between the administrator and the general public, faculty, students, staff, and other campus and community officials; representing the Center Dean, coordinate and implement ongoing operations and activities of the assigned Education Center with minimal direction; provide administrative support to faculty, staff, and students at the assigned Education Center.

DISTINGUISHING CHARACTERISTICS

The Education Center Coordinator is an advanced level classification, requiring significant experience and understanding of the operations and activities of an Education Center and its relationship with the main campus. Incumbents independently perform the full range of complex administrative support, secretarial and clerical duties, and student services support for a full service Education Center, serve as key contact in the Administrator's absence, and exercise sound judgment in recognizing and making decisions within their scope of authority. Incumbents at this level must be fully aware of the District's operating policies and procedures. This classification reports to and is the primary position supporting a Dean level administrator.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serve as primary administrative support to assigned Center Dean or designee; serve as liaison and key contact for the Center in the absence of the administrator; perform a wide range of complex secretarial, administrative, and clerical assignments, relieving the administrator of a variety of technical details; provide staff support to other employees as needed. **E**
2. Coordinate, schedule, oversee, monitor, and participate in all levels of administrative support services for the Education Center; schedule classrooms, lab, meeting rooms and other facilities used for education, District, or community events. **E**
3. Provide information and assistance in person, electronically, or via telephone regarding the assigned Education Center, established practices, programs, policies and procedures to faculty, staff, administrators, students, and the general public; exercise sound judgment, diplomacy, and discretion in handling matters of a sensitive and confidential nature. **E**
4. Compose correspondence independently; prepare preliminary responses to letters, general correspondence, and personal inquiries of a sensitive nature for Center Dean; format, type, proofread, duplicate, and distribute correspondence, notices, lists, forms, memoranda, and other materials according to established procedures, policies, and standards; establish and maintain a variety of complex, interrelated filing systems including confidential files. **E**
5. Prepare and maintain a variety of files, reports, documents, and correspondence in support of all Center functions; maintain manuals and update resource materials; research and compile information in appropriate format; verify and review materials, records, files, and reports for

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- completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of records, files, and reports; process information as appropriate. *E*
6. Provide assistance to Administrator in the preparation and administration of program budget; assist in preparing cost estimates for budget recommendations; assist in preparing and submitting justifications for budget items; allocate funds to proper budget codes; monitor and track expenditures in a timely manner; provide regular budget reports to Administrator for control of expenditures; assist in resolving budget issues and problems; process budget/expense transfers; recommend budget revisions. *E*
 7. Ensure proper functioning of office equipment and maintain appropriate supply inventory levels; recommend expenditures for office equipment, materials, and supplies and assure their timely ordering, receipt, and storage; post, monitor, and track invoices and other expenditures. *E*
 8. Coordinate and participate in the preparation of all Governing Board agenda items and supporting documents; ensure all District timelines, guidelines, and legal requirements are met. *E*
 9. Participate in the orientation and training of new classified and academic employees; schedule, training, assign and provide guidance to lower level staff, hourly support staff, and student works as assigned; prioritize work assignment; review and validate completed work for accuracy; determine the necessity for and assign substitute classified and/or academic personnel as needed. *E*
 10. Coordinate special events/activities with District staff, faculty, student organizations/clubs, and outside organizations; meet with clients to determine and assess needs; facilitate coordination of logistics; communicate facility needs to appropriate District department. *E*
 11. Coordinate hours and staffing for the Education Center library, bookstore, health services, tutoring services, and classroom media services in conjunction with the respective or requesting departments. *E*
 12. Provide technical and administrative assistance in the various functional activities of the Center as needed, including but not limited to student services and academic services; participate in cross training activities to expand breadth of knowledge and skills to facilitate smooth and uninterrupted service to students and the general public. *E*
 13. Provide support to the instructional programs and operation of the Education Center; assist new instructors with materials and information; prepare bulletins and memos for faculty packets; distribute keys and copy codes; prepare roster check-in list; monitor and assure timely collections of attendance and registration opening day, census, and grade rosters; assign classrooms as necessary; receive complaints; resolve issues or refer to appropriate personnel according to established procedures. *E*
 14. Assist in the preparation and development of class schedules, class locations, and work assignments for publication; provide assistance in the processes for development of new course/curriculum and/or program offerings in keeping current programs up-to-date; assist in processes and procedures to facilitate submission of grades and attendance records in accordance with guidelines and time schedules to meet established deadlines; assist in processes related to student evaluations, peer evaluations, and classroom visitation for faculty. *E*
 15. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of a full service Education Center.
Procedures involved in admissions, registrar, and financial aid functions.
Work organization and office management principles and practices.
Principles and techniques of customer service and public relations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Basic processes, procedures, and practices of budget preparation and administration.
Principles, practices, and procedures of business letter writing.
Principles and procedures used in complex, inter-related record keeping.
Principles and practices used to establish and maintain files and information retrieval systems.
English usage, grammar, spelling, punctuation, and vocabulary.
Oral and written communication skills.
District organization, operations, policies, and procedures.

Ability to:

Perform difficult and complex administrative and secretarial tasks.
Use sound judgment in recognizing scope of authority.
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
Research, compile, analyze, and interpret diverse data.
Interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist.
Independently prepare and compose correspondence.
Train and provide guidance to others.
Operate a variety of office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Take and transcribe dictation, if required by the position, at a speed necessary for successful job performance..
Plan and organize work to meet schedules and changing deadlines.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work independently with very little or no direction.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years college-level course-work in Business Administration or a closely related field, and four years of increasingly responsible experience providing high level administrative support in an environment with frequent public contact, preferably in an educational environment.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; exposure to electromagnetic fields generated by computer equipment; possible exposure to dissatisfied individuals..

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 occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to view computer monitors for extended periods of time; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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