Coordinator, Support Services

FLSA Status: Non-Exempt
Pay Grade: 15
Job Title ID: 18055
Job Series/Job Family: Instructional Technology Series / Distance Learning Family

Reports To

Director, Distance Learning

Job Purpose

To coordinate support services for Distance Learning (DL) for faculty, staff, students, and the public.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Serves as the primary ACC Contact for the Virtual College of Texas (VCT); manages all administrative services and functions between ACC, member colleges, and VCT students. Coordinates faculty and student support services for courses provided or hosted by ACC via VCT.
2. Coordinates DL's distance testing services; coordinates preparation and distribution of testing materials and maintains the integrity of the testing process.
3. Coordinates contacts and information for the DL students on DL programs, services, and technologies; answers questions and resolves support service issues.
4. Assists the Director of Distance Learning with the annual student survey on attitudes, course completion, and retention in the DL program.
5. Assesses need for distance education-specific student success and retention tools; creates, implements, and markets the resource in collaboration with other Instructional Resources & Technology (IRT) or DL team members. Creates and implements program-specific surveys; collecting and evaluating data for program planning and development.
6. Acts as contact expert, provides support for, evaluates, and coordinates DL's early intervention program including online tutoring service, DL online resources, faculty and student referrals to appropriate College office, student/teacher communications (print & electronic), and professional development opportunities regarding retention and special outreach programs.
7. Develops online forms, web resources, and other electronic communications; tracks and maintains logs for DL support services program transactions, monitoring program quality and compliance with College-wide student support services practices and procedures.
8. Collaborates with DL, VSS, and Professional Development Office in scheduling and presenting DL professional development workshops for College-wide staff; reviews teleconference activities annually and schedules downlinks for DL instructor professional development. Assists the Director of Distance Learning with marketing professional development activities for DL instructors and courses.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Community College or higher education structure, programs, and services.
- Principles, practices, and techniques in business communications, marketing, and customer service.
- Course schedule planning, development, and evaluation.

- Instructional techniques and technology trends; adult learning assessment, theory, and principles.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational, planning, and time management skills, including attention to detail and follow through.
- Assessing, developing, and maintaining web site content.
- Reviewing and preparing narrative and statistical reports and records.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Two years work experience in customer service activities.

Preferred

- Three years work experience in higher education environment.

Education

Required

- Bachelor's degree in related field.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.