Specialist, College Support Services

FLSA Status: Non-Exempt
Pay Grade: 13
Job Title ID: 281506
Job Series/Job Family: College Operations / Campus Manager Family

Reports To

Director, Center Operations

Job Purpose

To provide administrative and technical support for Instructional Support Services, including Curriculum Services, College Connection projects, and other department and special projects and to assist in the coordination of all ACC Centers operations.

Description of Duties and Tasks

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

Required

1. Instructional Support Services duties are listed in #2 - #10 below:
2. Assists instructional departments with catalog production and changes including monitoring course submission and degree plans for state compliance. Posts curriculum changes through the Texas Higher Education Coordinating Board website.
3. Runs, edits, and distributes reports in relation to catalog production; coordinates catalog proofing and makes necessary changes; liaisons with Public Information and College Marketing in relation to catalog print changes for final drafts.
4. Coordinates College-wide instructional schedule production including providing "rolled" schedule to departments for each new semester; assists instructional departments with schedule changes; runs, edits, and distributes instructional departments schedule reports; assists departments during schedule proofing and liaisons with Public Information and College Marketing regarding print changes for final drafts.
5. Coordinates College Connection public relations activities including developing electronic presentations and handout packets for other community colleges and college-related organizations promoting the College Connection program. Creates new College Connection activity grids, agendas, listservs, and data tracking records for participating districts and area high schools.
6. Provides assistance with coordinating College Connection activities including developing activity schedules; maintains communication between College and local high school staff in relation to schedule changes or information updates.
7. Provides special projects assistance to ACC Administration.
8. May assist with textbook inventory maintenance, ordering, and training coordination, including downloading textbook orders, developing training materials for the textbook ordering system, and running textbook related reports.
9. May assist with computer application program testing in relation to the curriculum management system; updated related procedures manual.
10. May oversee production of training materials.
11. Center Operations duties are listed in #12 - #22 below:
12. Serves as Center Operations communication liaison.
13. Monitors ACC Center budgets, tracks expenditures, and prepared monthly reports.
14. Prepares ad hoc financial and statistical reports for ACC Center Operations.
15. Coordinates all class scheduling for ACC Centers; runs, edits, and distributes schedule reports; assists

centers during schedule proofing and liaisons with Instructional Support Services regarding changes in final schedule.

16. Processes operating policies and procedures for all system applications utilized by the ACC Centers.
17. Provides technical support to ACC Center staff for Datatel systems, R25, and Informer, where applicable.
18. Develops and maintains database of all contractual obligations and deadlines. Reviews and ensures accuracy of contracts for the department; researches and resolves financial and billing issues and serves as a communication liaison with outside vendors and contractors.
19. Assists in coordinating the operations of all ACC Centers including providing administrative support services for facilitating hiring, training, and expediting facilities contracts.
20. Maintains work schedules for full-time and hourly ACC Center staff.
21. Coordinates with relevant System Administrators with regard to ACC Centers technical support and problem revolution. Troubleshoots to resolve system-related problems.
22. Assists with the coordination of all Center requests from work orders to employee office moves; oversees and assists in the Center room scheduling for academic classes and meetings.

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

- Administrative processes and standards.
- Customer service techniques.

Preferred

- Catalog and credit schedule production.
- Textbook inventory maintenance.
- Purchasing practices and procedures.
- Educational institutions functions and processes.

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 organizational and planning skills including attention to detail and follow-through.
- Developing and maintaining databases for tracking and required reporting.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships.
- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Coordinating catalog and credit schedule production.
- Creating electronic presentations, information handout packages, and activity schedules.
- Working collaboratively.

Computer Skills

Required

- Demonstrated proficiency at an intermediate level using standard office software applications in addition to web and publishing software.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds

- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

Work Experience

Required

- Three years administrative office work experience.

Preferred

- Work experience with web development software such as DreamWeaver or Contribute.
- Work experience including coordinating administrative operations.

Education

Required

- Associate's degree.

Other

Preferred

- Knowledge of listserv creation and maintenance.
- Knowledge of ACC Administrative Rules, Policies and Procedures, ACC Scheduling development guidelines and procedures, and/or Datatel or other educational database system.

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.