

| | |
|-----------------------------------|------------------|
| Position: Site Office Coordinator | Salary Grade: 19 |
| Department: Off Campus | FLSA: Non-exempt |

Summary

Provides a variety of administrative and technical support duties in order to deliver academic and student services to a branch campus or other remote instructional site. Provides partial office leadership to a small team of support staff.

Essential Duties and Responsibilities

- Coordinates, schedules, oversees, monitors, and participates in all levels of support service for a large off-campus site. Schedules classrooms, labs, meeting rooms and other facilities used for education.
- With direction from an appropriate administrator coordinate activities dealing with credit based courses, contract training, and grant deliverables.
- Participates in organizing, coordinating and overseeing events including but not limited to K-12 outreach events both on-site and off campus locations, advisory meetings, infrastructure and other improvements and upgrades on-site.
- Assist in program review and curriculum development.
- Participates in Establishing and maintaining communications between the College and community organizations to coordinate use of facilities and to determine community needs.
- Develops and distributes materials to publicize the College in the community or locale. Distributes information in writing or by speech to individuals and groups with high propensity to use College services.
- Participates in developing class schedules to be compatible with available staffing, student demographics and availability and District-wide schedules and timelines. Prepares and updates schedules, lists, and other materials.
- Provides administrative support to one or more administrators. Composes correspondence, reports, and other materials.
- Creates and maintains files and filing systems related to unique educational plans or criteria.
- Instructs students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews completed forms for accuracy and completeness.
- Oversees and participates in processing of application forms, reviewing student records for changes in status. Forwards records and other information to appropriate personnel. Analyzes and determines the status of applications and forms, referring problems or unique

situation to the appropriate department for assistance and resolution. Notifies students of need for additional information.

- For students with special circumstances enters application data onto a computerized student information system.
- Processes registration and enrollment changes; forwards information for posting of student drops; assures accurate accounting through computer entry of enrollment changes and fees collected or owed.
- Receives and forwards financial aid applications, reviewing documents for accuracy. Receives questions from students regarding financial aid, referring difficult or involved explanations to others.
- Provides orientation and other information for faculty, coordinating and monitoring grade reporting and attendance accounting.
- For new students, arranges for and/or provides orientation for appropriate division and programs. Arranges for specialized assessment services for students.
- Ensures that audio-visual equipment is in proper working order. Oversees work-study students that provide assistance to students.
- Serves as an authorized testing administrator as required for certain exams. Takes attendance and prepares reports for testing sources. Ensures adequate and suitable testing facilities.
- Maintains up-to-date student files that include educational agreements, applications, registrations, and other materials for partnering organizations.
- Participates in community activities that enhance the College's presence in the community or locale.
- Provides training and oversees work activities of assigned staff, including student workers.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

This position requires an in-depth knowledge of credit based and contract training programs. The position requires in-depth knowledge of admissions, registrar functions, and financial aid. Requires a working knowledge of the demographics in the community. Requires a working knowledge of the College's functions, both academic and administrative. Requires basic knowledge of the special provisions required for providing higher education. Requires thorough knowledge of modern office practices, procedures, equipment, filing systems, reception and telephone techniques, and letter and report writing. Requires a working knowledge of the software used on campus computers and of hardware to resolve basic problems. Requires well-developed knowledge of and skill at using proper English grammar, spelling and punctuation. Requires well-developed human

relations skills to influence others to attend courses on a one-on-one basis, convey technical concepts, and build trust in the community. Requires math skills to monitor a budget. Requires professional writing skills sufficient to prepare marketing-oriented materials and correspondence. .

- **Abilities**

Requires the ability to carry out all activities of the position. Requires the ability to assure smooth flow of information to, from and within the campus. Requires the ability to process admissions, student data, and administrative data on a timely basis. Requires the ability to learn and become qualified to proctor college course exams. Requires the ability to interpret and explain policies and procedures. Requires the ability to communicate with faculty, staff, students and the public using patience and courtesy, and in a manner that reflects positively on the college. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires the ability to move to varying locations. Requires ambulatory ability to operate a personal computer keyboard and audio-visual presentation equipment. Requires occasional lifting of light weight materials. Requires visual acuity to drive a car and to read words and numbers. Requires auditory ability to carry on conversations and speak to small groups.

- **Education and Experience**

The position requires an Associate's Degree and six years of experience preferably in educational clerical/customer support to include admissions, financial aid, and administrative support to the delivery of instruction. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

A valid driver's license. Test proctoring certificates as required.

- **Working Conditions**

Work is performed indoors where some minimal considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.