

Job Description

Position Title: Administrative Coordinator, Academic Resources and Services

Job Family: Administrative Support

Job Level: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 04

Position Summary:

The Academic Resources & Services (ARS) Administrative Coordinator provides critical support to the Assistant Vice Chancellor of ARS and the division. ARS encompasses seven distinct units that provide resources and services primarily to faculty and students to improve academic outcomes. The current functional areas include LMS and eLearning Quality, Faculty Hiring & Qualifications, Faculty Services & Resource Centers, Learning Centers (Tutoring), the Library, the Teaching & Learning Center, and Testing and Placement Centers.

The Administrative Coordinator supports these areas by coordinating multiple complex processes that require analytical decision-making skills. The position assists with communications from both ARS and the Office of the Provost; generates reports, requisitions, and purchase orders; monitors invoices; and schedules department meetings. The ARS Administrative Coordinator also serves as a member of the support staff team in the Provost's Office and may assist with projects or duties beyond ARS as needed.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides administrative support to the AVC of ARS and manages the AVC's schedule, reviews and responds to emails; coordinates and drafts departmental communications, spreadsheets, personnel-related paperwork, travel documents, and requisitions; coordinates meetings and takes notes.
2. Responds to complex requests for information about ARS services and faculty and staff policies from faculty, staff, students, and occasionally the community.
3. Coordinates College-wide communication and communication campaigns. Manages assigned online files and groups, including records management and communication tools.
4. Interacts primarily with faculty and staff, and occasionally with students and the general public, to answer questions concerning processes, procedures, or confidential issues or concerns. Keeps current with all academic and faculty policies, procedures, and processes for College systems and serves as a clearinghouse for inquiries and support for these systems, making referrals to appropriate areas as needed.
5. Gathers, assembles, updates, and distributes a variety of department- or college-specific information, forms, records, ad hoc reports, and data as requested.
6. Tracks financial activity and departmental budgets; reviews financial transactions and other documents for accuracy and availability of funds; ensures compliance with laws and College regulations and policies. Prepares financial documents as requested.

7. Provides backup administrative support for ARS units, the ARS office location, currently Downtown Campus, and the Office of the Provost.
8. Coordinates projects with administrative leadership, the supervisor, and related groups regarding budget, confidential records, and upcoming projects.
9. Develops and implements training for staff, including new hire orientations, new hire/change of location/retirement paperwork, facilities and IT access requests, new hire and annual training, and site location requirements. Functions as a liaison between students, faculty, staff, and the general public.
10. Supports division events by coordinating large meetings and trainings.
11. Orders and maintains materials and supplies.
12. Troubleshoots, advises, and supports staff and various departments in implementing, updating, and resolving technical problems, including submitting and following up on IT tickets, FAMIS requests, purchasing, payroll, research requests, and similar items.
13. Takes initiative and applies critical thinking and a continuous quality improvement mindset to anticipate potential changes or concerns, respond to shifting priorities, facilitate resolution of issues, and make decisions within the scope of the role.
14. Coordinates with other support staff, including but not limited to arranging coverage, leading projects, site support, operational support, and planning. Provides feedback on these and related activities to administrators and other supervisors.
15. May supervise and evaluate part-time or temporary staff, to include prioritizing and assigning work; ensuring staff members are trained; and making hiring, termination, and disciplinary recommendations.
16. May schedule and coordinate staffing across multiple locations, ensuring adequate staff coverage for all sites.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Associates Degree/Vocational or technical training in office management required.
- Bachelor's degree and/or advanced certification in administrative support or related area preferred.
- Three (3) to Three (5) years of related experience providing technology general office support required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to

perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.

- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's