

# Job Description

Position Title: External Relations Administrative Coordinator

Job Family: Administrative Support

Job Level: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 04

## Position Summary:

The External Relations Administrative Coordinator performs a wide variety of professional-level administrative support and budgeting duties in support of the Vice Chancellor of External Relations area and seven area departments, including Marketing, Web Services, Graphic Design Services, PCC-TV, Media and Government Relations, External Relations and College Events. The External Relations Administrative Coordinator Supports Board and College committees, handles confidential documents and communications and provides a high level of customer service to both internal and external stakeholders and College partners.

## 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. Serves as point of contact and performs administrative duties for Vice Chancellor and staff. Tracks and manages documents, schedules meetings, answering, screening and directing phone calls, manages the Vice Chancellor's schedule, reviews and responds to emails; prepares and proofs reports, letters, spreadsheets, personnel related paperwork, travel documents, and requisitions; coordinates meetings, and takes notes.
2. Completes tasks and projects requiring internal review, approvals, and signatures and ensures completion with tight and frequently changing deadlines.
3. Composes email messages; arranges in-person appearances and appointments. Manages assigned online files and groups, including records management and communication tools.
4. Responds to complex requests for information from staff, faculty, students and the community.
5. Coordinates meetings and appearances.
6. In collaboration with College Events, facilitates special events, coordinates agenda, minutes, scheduling and legally required web postings for the Governing Board's Enrollment and External Relations Committee and the All-College Committee
7. Creates annual budget development processes to ensure alignment of College planning with fiscal resources. 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.
8. Develops and monitors, in collaboration with the Purchasing Department, purchase orders, requisitions, RFPs, contractual agreements and vendor relationships for all departments.

9. Develops, purchases and distributes promotional items on behalf of the College to elevate PCC marketing and branding.
10. Develops and implements measurement tools and processes to report on department's operational and strategic goals
11. Prepares reports on marketing and external relations activities for Governing Board and College committee reports. Gathers, assembles, updates, and distributes a variety of department or college specific information, forms, records, ad-hoc reports and data as requested.
12. Participates in the implementation, coordination, and supervision of program goals, objectives, and activities
13. Analyzes purchasing request information, quotes, proposals, and cooperative contracts. Identifies issues and discrepancies and works closely with the Purchasing Department complete purchasing processes. Prepares, reviews, and submits P-Card reports, reconciliations, and statements
14. Facilitates formal solicitations to include Invitation for Bids. (IFBs), Request for Proposals (RFPs), and Request for Quotations (RFQs)
15. Provides support to the Vice Chancellor and department directors for talent acquisition, employee relations, performance management, workforce planning, and other human resource management personnel functions.
16. Apply critical thinking and make decisions within the scope of the role including anticipating potential changes, concerns, and responses and then make appropriate adjustments.
17. Takes initiative, responds to changing priorities, and facilitates resolution of issues as they arrive.
18. 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.

- Bachelor's degree in Business Administration or a closely related field of study required.
- 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 an 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