

Job Description

Position Title: Coordinator, eLearning Quality

Job Group: Academic Affairs

Job Level Group: Support Senior

FLSA Status: Non-Exempt

Position Summary:

The Coordinator of eLearning Quality will provide advanced programmatic support to the Office of eLearning Quality and the Director of eLearning Quality and Development. Key responsibilities will be to train, supervise, and evaluate student and temporary workers, and coordinate work related to maintaining, implementing, and continuously improving the Quality Review process for distance education and eLearning modalities at the college.

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. Monitors and answers student inquiries via media platforms and PCC online services. Responds via email and phone to variety of students' questions and inquiries.
2. Supervises and evaluate part-time temporary staff and student workers to include prioritizing and assigning work; ensuring staff members are trained, making hiring, termination, and disciplinary recommendations.
3. Perform tasks inside D2L like editing HTML files, URL link checks, and corrections, and assisting in quality spot checks
4. Generate reports from PimaReports, Banner, D2L, or other systems
5. Research, compile, review data, and prepare related reports and correspondence and track quality assurance data
6. Assist in coordinating faculty peer reviews and other quality assurance projects
7. Create spreadsheets and maintain databases and maintain Confidential Records
8. Interpret information, policies, and operational procedures to college staff, students, and the general public.
9. Provide customer service; produce requisitions, schedule appointments, book meeting rooms, make travel arrangements, arrange hospitality for events, and the general public.
10. 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 of regulatory compliance principles and practices.
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. Skill in analyzing data and drawing conclusions.
8. Ability to apply effective and accurate data entry and typing skills.
9. Ability to develop and maintain effective and positive working relationships.
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

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.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

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.

- 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
- Associate's degree in related field required.

- Three (3) to five (5) years of related experience.

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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally 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:

- Some evening or weekend work hours.
- Pre-employment Background Check Required.
- DMV Check/Current and Valid AZ Driver's License