

Job Description

Position Title: Coordinator, Community & Corporate Navigator

Job Group: Student Services

Job Level Group: Professional Intermediate

FLSA Status: Exempt

Position Summary:

The Community & Corporate Navigator Coordinator works to strengthen student services within PimaFastTrack, noncredit, and credit programs by removing barriers for learners, building educational relationships, and supporting learners through the completion of certificates and degrees. The Coordinator will increase the awareness and interest in PimaFastTrack programs and noncredit and credit courses; work to increase the number of learners supported by Community Based Organizations (CBO) and government agencies; increase enrollment; and increase completion in PimaFastTrack programs and credential attainment. The Coordinator performs professional level supervisory and managerial duties in planning, directing, and reviewing the activities and operations within Workforce Development Client Services, PimaFastTrack programs.

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. Supervise employees, which include: prioritizing and assigning work; conducting performance evaluations; training staff, recommends the hiring, disciplinary actions and termination of staff.
2. Researches and resolves more difficult and complex student complaints and issues.
3. Assists in developing planning and implementing goals and objectives for assigned functional area(s) in Client Services; recommends and administers policies and procedures for service delivery; provides complex support to the Client Services Program Manager.
4. Evaluates operations and processes of assigned area(s); recommends improvements and modifications; prepares related reports.
5. Coordinates participant service with Pima County One Stop/ARIZONA@WORK, other agencies, and other College departments.
6. Conducts follow up and outreach to individuals interested in PimaFastTrack programs, short-term training, and noncredit courses.
7. Serves as the lead to collaborate and build educational relationships with students in target populations in order to promote the activities, goals, and objectives of the department and the College.
8. Supervises the processing of technical paperwork in functional area(s); ensuring compliance with applicable Federal and state laws and College rules and regulations.

9. Formulates recommendations based upon participant information and needs according to complex guidelines for financial assistance and advising.
10. Acts as liaison for partnering entity providing customer service for partner and student needs.
11. Monitors program and operations for assigned functional area to ensure consistency with department goals, strategic plans, policies, and procedures.
12. Collects and analyzes a variety of information and statistics relating to assigned functional area and summarize findings, prepare reports and make recommendations.
13. Assists in developing and monitoring operational budget and allocation of expenditures in an assigned functional area; prepares cost estimates and justifications for budget item recommendations.
14. Assists with registration in PimaFastTrack, short term training and noncredit courses.
15. Ensures consistency of operations with College policies and practices.
16. Collaborates with other College departments and District Office to provide and improve services to students.
17. Sets area goals and objectives, and measures quality of services.
18. Develops and conducts training seminars or workshops on functional or organizational topics on-site or virtually.
19. Prepares for and participates in/on a variety of College and community committees, workshops, meetings, training sessions, task forces, and conferences
20. 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 principles and methods for promoting programs and services.
4. Skill in effective communication (both written and oral).
5. Skill in organization, coordination and management.
6. Skill in performing a variety of duties, often changing from one task to another of a different nature.
7. Skill in positive, productive and flexible customer service.
8. Ability to develop and maintain effective and positive working relationships.
9. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s)

performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

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.

- Bachelor's degree in a related field of study required.
 - Three (3) to Five (5) year of related experience required.
 - Five (5) to Eight (8) years of related experience preferred
- 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