

Job Description

Position Title: Online Learning Partnerships & Operations Coordinator

Job Family: Instructional Support

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Online Learning Partnerships & Operations Coordinator provides a vastly diverse coordination of elements reinforcing academic partnerships and conducting business operations of the Distance Education Division. Works closely with the Director, vetting, developing, and implementing new academic partnerships; preparing documents for strategic initiative plans and goal implementation; and compiling information and assessing the division's current and future budget needs. Works collaboratively with cross-college stakeholders, building best practices to support partnerships and business needs. Provides responsive communication between students and external partners related to programmatic initiatives and activities to reinforce and grow online student enrollment.

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. Assists in developing, implementing, and coordinating new academic partnerships, including developing goals, objectives, activities and implementation of process improvements. Analyzes and reviews program statistics, budget and needs; develops plans for improvements for designated responsibilities.
2. Participates in developing and monitoring program budgets, including tracking program and partnership expenses and revenue, including reconciling accounts and preparing financial documents as requested.
3. Implements operational processes by conducting a higher-level evaluation of documents and procedures to ensure contractual compliance with partnership and program needs, including following the guidelines and obligations of the district office.
4. Coordinates and tracks all bilateral contract agreements associated with academic partnerships; creates and updates related documents for review by the contract's office, including monitoring the review progress to communicate with stakeholders.
5. Supervises and evaluates part-time, temporary, and student workers, prioritizing and assigning work; ensuring staff members are trained; making hiring decisions, termination and disciplinary recommendations.
6. Suggests professional development activities to enhance knowledge, skills, and abilities of assigned staff.
7. Coordinates the Distance Education (DE) division Record Assurance Plan, including training other staff and DE leadership on the use of the plan and how to identify records and retention schedule.

Assists the Director and colleges' Records Assurance Manager in establishing deadlines, coordinating status check-ins, monitoring the project and conducting the annual purge process.

8. Perform tasks inside the College's LMS (D2L), Banner, and external academic partners databases and platforms (i.e., Acadeum Course Share Portal, Concord, B& N Adoption and Insight Portal, Smartsheet) to facilitate partnership agreements and increase consortia student enrollments.
9. Tracks corporate partner student enrollment; coordinates the procurement of course materials as defined by the contract. Places textbook orders for program students per program compliance.
10. Administers FERPA Release Form distribution and collection for corporate partners students; communicates with Registrar's Office and corporate partner success coaches on status.
11. Facilitates manual admission process for consortia students and coordinates with Student Affairs to ensure enrollment in identified course share CRNs.
12. Addresses and resolves corporate partner student issues, communicates resolutions to Director and external partner.
13. Coordinates communications between administration, faculty, staff, students, and other departments or external constituencies concerning operation and programmatic initiatives.
14. Coordinates the textbook adoption process for PimaOnline; works with the Dean of DE and PimaOnline department heads to collect and enter adoptions for each semester. Communicates with the bookstore manager to ensure adoptions are reflected correctly on the PCC website and to resolve any edition, ISBN, or availability issues.
15. Communicates corporate student issues to cross-college areas or corporate partners to assess processes or resolve issues.
16. Monitors and answers inquiries via media platforms and PCC online services. Assists students in navigating the Pima platforms, MyPima, Pima website, and digital course material downloads.
17. Research, compile, and analyze data for division and corporate partners and suggest improvements based on the review.
18. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Skill in coordinating and monitoring the work of others
4. Skill in effective communication (both written and oral)
5. Skill in positive, productive, and flexible customer service
6. Skill in project management principles, processes, and techniques
7. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
8. Ability to develop and maintain effective and positive working relationships

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:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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 related field of study required.
 - Master's degree in a closely related field of study preferred.
 - Up to One (1) year of related program experience required.
 - One (1) to Three (3) 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 an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of 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:

- Some evening and weekend work hours
- Pre-employment Background Check Required
- Valid AZ Driver's License