

Job Description

Position Title: Program Administration Coordinator

Job Family: Instructional Support

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Program Administration Coordinator provides advanced programmatic support in their designated program. Key responsibilities revolve around the promotion of their assigned department and may vary by program. Provides support to departmental leadership by facilitating daily operations. Researches, compiles, and analyzes data; prepares and reviews related reports and correspondence.

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 development, implementation, and coordination of program enhancement, program guidelines, goals, objectives, and activities.
2. Analyzes and reviews program statistics, budget, and needs; develops plans for program improvement.
3. Coordinates, manages, and monitors a variety of student service functions if applicable.
4. Maintains working relationships with faculty, staff, administrators, and community partners.
5. Prioritizes and assigns staff workload; ensures staff members are trained.
6. Researches, compiles, and analyzes data; prepares and reviews related reports and correspondence.
7. Provides liaison services to a variety of College departments to distribute information.
8. 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 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