

# Job Description

Position Title: Santa Cruz Operations Coordinator

Job Family: Administrative Support

Job Level: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 04

## Position Summary:

The Santa Cruz Operations Coordinator performs program duties in assigned areas by coordinating multiple or complex processes that require analytical decision-making skills. The Santa Cruz Operations Coordinator provides information and assistance to the college and the public. The Santa Cruz Operations Coordinator creates presentations in multiple formats. The Santa Cruz Operations Coordinator generates reports, updates, and manages department files and records. The Santa Cruz Operations Coordinator schedules department meetings. The Santa Cruz Operations Coordinator supports student services and operations at the Santa Cruz location.

## 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. Provides administrative support to staff and operations. Assists faculty/staff by answering, screening and directing phone calls; reviews and responds to emails (from the PCC Santa Cruz email); prepares and proofs reports, letters, spreadsheets, and personnel-related paperwork; coordinates meetings, and takes notes.
2. Manages assigned online files and groups, including records management and communication tools.
3. Responds to complex requests for information from staff, faculty, students and the community.
4. Coordinates all PCC-Santa Cruz and community communications. Coordinates media and community visits, facilities, and IT interface. In collaboration with PCC Marketing department, creates fliers and marketing materials for events and workshops; maintains social media site for PCC Santa Cruz.
5. Interacts with students, faculty, staff, and the public to answer questions concerning processes and procedures or confidential issues or concerns. Keeps current with all policies and procedures and processes for College systems and serves as a clearinghouse for inquiries and support to these systems, making referrals to appropriate areas as needed.
6. Gathers, assembles, updates, and distributes a variety of department or college-specific information, forms, records, ad-hoc reports and data as required, including tracking and monitoring student enrollment numbers.
7. Proctors tests/placement exams.
8. Manages Santa Cruz schedule information in Skedda and Banner.
9. Ensures compliance with laws and College regulations and policies.

10. Coordinates projects with administrative leadership, supervisor, and related groups regarding budget, confidential records, and upcoming projects.
11. Assists students with general academic information, including placement testing, admissions application, general financial aid information, guidance and registration. Connects students with appropriate student services personnel.
12. Updates confidential files and records for students and staff.
13. Orders and maintains materials and supplies.
14. Troubleshoot, advise and support staff and various departments (such as ABECC, IT, facilities, student affairs, campus and site office, etc.) to implement, update and resolve technical problems including submitting and following up on IT tickets, FAMIS requests, purchasing, payroll, research requests, and similar items, including assisting with absent instructors' requests.
15. Apply critical thinking and make decisions within the scope of the role, including anticipating potential changes, concerns, and responses and then make appropriate adjustments.
16. Takes initiative, responds to changing priorities, and facilitates resolution of issues as they arrive.
17. Coordinates other support staff based on area organization, including but not limited to arranging coverage, leading projects, site support and planning, operational support and planning. Provides feedback on these and related activities to administrators and other supervisors.
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.

- High school diploma or GED required.
- Associate's degree/Vocational or technical training in office management required.
- Bachelor's degree and/or advanced certification in administrative support or related area preferred.
- 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 a 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