

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **PROGRAM COORDINATOR – COMMUNITY EDUCATION**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, oversee and coordinate the services and activities of a Community Education program for an assigned college including performing a variety of para-professional, technical, and complex office support work while exercising independent judgment in the satisfactory completion of duties; coordinate with administration, faculty, staff, and community members to enlist support, cooperation, and participation in appropriate activities related to the Community Education program; and assume responsibility for creating, initiating, and planning class offerings, preparation of brochures, tracking student participation, and developing an outreach plan to increase enrollment and to expand services offered.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinate the daily services and activities of the assigned comprehensive Community Education program.
2. Participate in budget development and administration activities for the Community Education program; coordinate budget planning activities; monitor expenditures.
3. Coordinate with staff in designing and implementing recruitment strategies for new classes and instructors.
4. Plan, develop, and coordinate the formatting, printing, and mailing of the Community Education brochure.
5. Coordinate outreach and publicity to increase the College's Community Education program enrollment; develop promotional materials for dissemination to the public.
6. Coordinate the administration of the Community Education program webpage with the campus webmaster; edit and maintain website as necessary.
7. Coordinate entire registration process for Community Education Program including taking registrations from the public by telephone, fax, e-mail, and in-person walk-ins; answer all questions from the public and provide orientations; provide excellent customer service at all times; negotiate issues of refunds, course cancellations, and other issues; maintain accurate records of all students and courses, and develop and maintain filing system.
8. Maintain financial records; collect all payments for classes, including cash, check and credit card payments; prepare daily financial reports on credit cards to send to District office.
9. Maintain assigned records and files; maintain statistics on Community Education program performance including monthly information and information for annual reports.
10. Coordinate and participate in the process to hire Community Education instructors, including professional specialists, program leaders, and contractors, as well as other hourly/student assistants

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for the program; complete hiring paperwork for instructors; process payment requests in the form of both invoices and payroll sheets for all instructors who teach through the program.

11. Coordinate and establish cooperative relationships with community and college resources to support program goals and objectives; review instructor evaluations and comments from the public to insure that program goals are met.
12. Contact and maintain customer service ties with instructors; provide copying services and answer questions and inquiries; follow-up on problems and concerns with campus maintenance and operations, security, and other entities on campus to ensure a smooth process for instructors.
13. Oversee assigned staff and student assistants.
14. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Principles and practices of program planning and implementation.
2. Principles, practices, and procedures of business letter writing and report preparation.
3. Higher education environment.
4. Pertinent state, District, and College policies, procedures, and regulations.
5. Problem solving techniques and resources.
6. Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
7. Principles and practices used to establish and maintain files and information retrieval systems.
8. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
9. Principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
10. Basic research methods and techniques.
11. English usage, vocabulary, spelling, grammar, and punctuation.
12. Evidence of sensitivity and an understanding of the diverse academic, socioeconomic, ethnic, and cultural backgrounds of the community college students and the community-at-large.
13. Basic mathematical and accounting principles.
14. Interpersonal skills using tact, patience, and courtesy.
15. Oral and written communication skills.

**Ability to:**

1. Coordinate and direct programs, activities, and operations of the Community Education program.
2. Carry out work objectives in an organized, efficient, and timely manner without immediate supervision.
3. Perform detailed and complex specialized technical, programmatic, and administrative support duties involving the use of independent judgment and personnel initiative with speed and accuracy.
4. Recommend and implement goals and objectives for providing various programs and operations.

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5. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
6. Research information using own initiative.
7. Organize, assimilate, and analyze information.
8. Respond tactfully, clearly, concisely, and appropriately to request and inquiries from the general public, students, District staff and faculty, or other agencies.
9. Make regular contact with students, staff and the public to discuss routine and complex scheduling and financial transactions and resolve problems within specified standards.
10. Supervise, direct and coordinate the work of assigned staff and students.
11. Complete required forms and surveys.
12. Prepare clear and concise reports.
13. Collect and receive monies and write receipts.
14. Prepare a variety of clear and concise administrative and financial records.
15. Set up and maintain a variety of databases.
16. Set up and maintain a variety of files and records.
17. Analyze situations accurately and adopt an effective course of actions.
18. Work under pressure of deadlines.
19. Plan and organize work to meet schedules and changing deadlines.
20. Carry out work objectives in an organized, efficient and timely manner.
21. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
22. Adapt to changing technologies and learn functionality of new equipment and systems.
23. Type and/or enter data at a speed necessary for successful job performance.
24. Communicate clearly and concisely, both orally and in writing.
25. Establish and maintain effective working relationships with those contacted in the course of work.
26. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Minimum Education & Experience** - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration or related field.

**Experience:**

Three years of responsible administrative, technical, programmatic, or clerical experience, preferably in outreach, program development, or in an educational institution.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

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**Environment:** Work is performed primarily in a standard office setting; occasionally travel from site to site. Incumbents may be required to work evenings and weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an 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 amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Technical - Paraprofessional