Staff Job Description

DATE | POSITION # | POSITION TITLE
--- | --- | ---
4/17/2019 | FA9585 | Learning Commons Operations Coordinator

DIVISION | DEPARTMENT | PAY TABLE/LEVEL/GRADE | REPORTS TO:
--- | --- | --- | ---
Academic Affairs – Student Success | Learning Commons | Admin III | FA9625

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: ☒ | Bargaining Unit: AFT | Non-Bargaining: □ | Provisional/Grant Funded: □ | Temporary/Limited Duration: □

Individual Position: ☒ | Full-Time (40 hrs/wk): ☒ | Part-Time: □ | Pooled Position: □ | Type here # of Employees if this position is pooled.

JOB SUMMARY: This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

Administrative responsibility to collect and compile data for Learning Commons Department and work with LCC Center for Data Science (CDS) to produce reports that will enable the Department and College to make informed decisions for continuous improvement.

Direct, administer, and monitor Learning Commons human resources functions for academic support and learning assistance faculty and staff in the Department including vacancy process, hiring, orientation, tracking of required College and Division training, mentoring, evaluation/review, change of status, and termination processes.

Lead the development and implementation of non-instructional processes needed for the division to work effectively and efficiently. Be knowledgeable of labor agreements to ensure Department leadership work within the established parameters. Coordinate tracking of various College, Divisional, and Department processes such as work assignments, absences, required trainings, and evaluations/reviews for all department faculty and staff.

Facilitate effective communication within the Department, Division, and College offices to ensure efficient and timely projects dealing with employment, performance review, budget, and special projects. Maintain procedures to properly onboard all new employees, organizational charts and employee files for the Department.

Participates in marketing, public service functions, and activities of the Department. Oversees the review Department web pages and social media for accuracy and consistency, recommends updates as needed.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised.

CPA004 Data Administrator; TFS022 FT Data Clerical Support, PS9873 PT Data Clerical Support
Indirect: FS9730 FT Learning Commons Support
**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

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<tr>
<th>%</th>
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<th>Essential Duties and Responsibilities</th>
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<tbody>
<tr>
<td>50</td>
<td>1</td>
<td>Administer the Department’s employment functions, working with the Director of the Learning Commons and other Department leadership, to ensure the processes are proactive, effective, consistent, and efficient to provide quality customer service including but not limited to: position requests, job descriptions, hiring, orientation, mentoring, payments to employees, and termination. Manage Department efforts for new and vacant position approvals, create and monitor postings, provide assistance coordinating activities of search committees. Develop and implement procedures to track the review of all job descriptions within Department and make edits as needed. Provide counsel to the Director of the Learning Commons and other Department leaders on processes and issues through weekly meetings and individual consultation to establish and assure compliance with College policies and procedures.</td>
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<td>Collect and compile data for Learning Commons and work with LCC Center for Data Science (CDS) to produce reports that will enable the Department and College to make informed decisions for continuous improvement. Coordinate tracking of various College and Department processes including: work assignments, student contact data, calendar, faculty status (Change in Status), absences, leave time used, required trainings, travel expenditures, evaluations/reviews (Faculty Performance Review and Professional Development). Oversee maintenance of employee files. Develop and maintain organizational charts for the Department.</td>
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<td>3</td>
<td>Work with LCC Center for Data Science (CDS) to extract and compile data to assist Director of the Learning Commons, and other Department leadership to evaluate the services of the Learning Commons for the development of operational plans, management of labor budgets, and to measure and meet key performance indicators (KPI). Work with Finance to ensure accuracy of organization and position budgets. Monitor changes in staffing and advise as to impact on budget. Recommend methods to address short and long-term staffing needs and tasks.</td>
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<td>4</td>
<td>Develop, implement and maintain procedures, working with Director of the Learning Commons and other Department leadership, to properly on-board all new Department employees. Ensure space, telephone, and computer system access is granted for new employees of the Department by processing upgrade and work requests as needed.</td>
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<tr>
<td>5</td>
<td>5</td>
<td>Participates in marketing, public service functions, and activities of the Department; utilizes effective communication skills in providing assistance and accurate information to students, faculty, staff, and community members; employs problem-solving, continuous process improvement and conflict resolution skills appropriately. Oversees the review Department web pages and social media for accuracy and consistency, recommends updates as needed.</td>
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<td>Other duties as assigned, including timely completion of performance reviews.</td>
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CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

Knowledge
--Knowledge of LCC software systems and access requirements
--Knowledge of process development and improvement
--Knowledge of employee contracts
--Knowledge of academic support, learning assistance instructional procedures and processes

Communication
--Mediation and conflict resolution skills
--Effective interpersonal communication skills
--Ability to interpret and translate information and communicate it to others
--Ability to communicate effectively verbally and in writing (to inform and influence others)

Problem Solving
--Effective team-building, coaching and counseling skills
--Ability to analyze data to develop new techniques and processes
--Ability to evaluate Department operational needs and formulate solutions that can be implemented within college systems
--Ability to analyze situations and resolve them based on law, contracts and/or College practice and procedures
--Ability to find creative solutions to human resources problems

Leadership
--Ability to lead Divisional policy implementation
--Ability to lead participatory development and improvement of processes
--Ability to provide human resources leadership and counsel
--Model concepts of customer service
--Model ethical and professional behavior, especially confidentiality of information

EDUCATIONAL/EXPERIENCE REQUIREMENTS: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required
- Bachelor's Degree from a regionally accredited institution of higher education, or the equivalent combination of education and/or relevant work experience (e.g. Associate’s Degree with two years relevant work experience, 4 years relevant work experience)
- Knowledge of and experience with employment processes such as coordination of hiring and termination procedures, new employee orientation, and training.
- Effective and professional communication skills.
- Commitment to providing excellent customer service.
- Experience using Microsoft Office Suite software.

Preferred
- Experience using college software such as Banner, D2L, and Argos.
- Experience working in a college, university educational institution or learning center.
- Experience with college and divisional policies, processes, and procedures.
- Experience updating and/or maintaining web site, social media.
- Experience with project management.
**PHYSICAL AND MENTAL REQUIREMENTS:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

**WORK ENVIRONMENT:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

### SIGNATURES

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<th><strong>Supervisor’s Name</strong></th>
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<tr>
<td>Cindy Storie</td>
<td>[Signature]</td>
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<tr>
<th><strong>Dean/ELT’s Name</strong></th>
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<tr>
<td>Sally Welch</td>
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<th><strong>HR Rep</strong></th>
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<tr>
<td>Sydney Glasscoe</td>
<td>[Signature]</td>
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ADA COMPLIANCE JOB DESCRIPTION CHECKLIST (The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to eh essential job duties for the attached job description.)

Position #: NEW   Date: 4/17/2019   Supervisor’s Position #: FA9625

Materials Used:
☒ Computer keyboard, mouse, screen
☒ Various software
☒ Telephone, cell phone, mobile device
☒ Paper and pencil/pen
☒ Projector or other audiovisual equipment
☒ Copier, scanner, fax
☐ Carpentry equipment
☐ Electrical equipment
☐ Plumbing equipment
☐ Other: Click or tap here to enter text.

Mental Functions:
☒ Comparing (compare/contrast data, people, other data)
☒ Synthesizing (combine data, concepts, interpretations)
☒ Computing (math calculations or carrying out formula operations)
☒ Compiling (gathering, classifying, evaluating data, people, other data)
☒ Copying (entering, posting, transcribing data)
☒ Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:
☒ Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
☒ Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
☒ Near acuity (at 20 inches or less when accuracy is essential)
☐ Far acuity (more than 20 inches when day and night/dark conditions are essential)
Depth perception (3 dimensional vision, judge distances, space)

Color vision (distinguish colors)

Field of vision (up/down and right/left)

Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding

Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

Medium (exert 21-50 lbs of force, walk/stand frequently)

Heavy (exert 51-100 lbs of force, walk/stand routinely)

Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions

- Weather (rain, snow, wind)

- Extreme cold (inside, outside)

- Extreme heat (inside, outside)

- Confined/restricted spaces

- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

- Vibrations

- Extreme noises