



Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 07/12/2013

DATE:	11/22/2017	POSITION #:	FS9873
NAME OF INCUMBENT(S):			
JOB TITLE:	FT Support – Center for Transitional Learning		
DIVISION:	Arts & Sciences Division		
DEPARTMENT:	Center for Transitional Learning		
PAY TABLE/LEVEL/GRADE:	4	REPORTS TO:	FA9926

STATUS: Please click the appropriate boxes that apply.

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing | <input type="checkbox"/> Temporary/Limited Duration | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>ESP</u> | <input checked="" type="checkbox"/> Individual Position | <input type="checkbox"/> Part-Time: _____ Hours/Week |
| <input type="checkbox"/> Non-Bargaining | <input type="checkbox"/> Pooled Position: | |
| <input type="checkbox"/> Provisional/Grant Funded | _____ No. of Employee 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.)

Support the services and functions provided by an Arts & Sciences Division Services and Support Center while fostering a customer service, team-focused environment. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Department, Division and College-wide policies. Employs specialized expertise and training in support of program initiatives and processes, including but not limited to: faculty absences/substitution recording and payment, course scheduling, syllabus revisions, purchasing and expense reporting, mileage/travel requests, textbook ordering, room reservations, and data compilation/reporting.

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

Direct Report(s):	SSLSDA
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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 grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	No	Essential Duties and Responsibilities
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<u>25</u>	1	Leads and provides general clerical and technical support for an Arts & Sciences Division Services and Support Center while fostering a customer service team-focused environment. Serves as direct support for Center Director. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Department, Division and College-wide policies.
<u>35</u>	2	Participates in public service functions; utilizes effective communication skills in providing assistance and accurate information to students, faculty, staff, and community members; employs problem-solving and conflict resolution skills appropriately.
<u>30</u>	3	Employs specialized expertise and training in support of program initiatives and processes, including but not limited to: faculty absences/substitution recording and payment, course scheduling, syllabus revisions, purchasing and expense reporting, mileage/travel requests, textbook ordering, room reservations, and data compilation/reporting. Assists in prioritizing workflow for the Center.
<u>5</u>	4	Mentors and directs part-time support and student staff.
<u>5</u>	5	Contributes productively to meetings and serves on Divisional and/or College-wide work groups.
	6	Other duties as assigned.
	7	<i>Click here to enter text.</i>
	8	<i>Click here to enter text.</i>
	9	<i>Click here to enter text.</i>
	10	<i>Click here to enter text.</i>
	11	<i>Click here to enter text.</i>
	12	<i>Click here to enter text.</i>
	13	<i>Click here to enter text.</i>
	14	<i>Click here to enter text.</i>
	15	<i>Click here to enter text.</i>

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:

- Demonstrate working knowledge of computer software: Windows, word processing, spreadsheets and databases.
- Possess strong organizational skills, attention to accuracy and detail.
- Understand college policies and procedures.

COMMUNICATION/INFLUENCE:

- Possess effective interpersonal communication skills.
- Communicate effectively verbally and in writing.
- Employ facilitation skills to encourage effective team environment.
- Demonstrate commitment to outstanding customer service.

PROBLEM SOLVING:

- Perform independently a variety of duties and balance multiple priorities on a continuing basis.
- Assess, evaluate and determine appropriate actions.
- Gather, analyze and report data.

LEADERSHIP:

- Demonstrate strong organizational skills.
- Maintain ethical and professional behavior.
- Model concepts of outstanding customer service.
- Participate actively in team-centered approach to building a cohesive and integrated service center.

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.*

- Associates Degree or equivalent combination of education and progressively more responsible work experience required.
- Minimum 2 years secretarial or office experience required; office management experience preferred.
- Knowledge of Microsoft applications, word processing and spreadsheet skills required.
- Customer service experience required.

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 characteristics 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.***

Incumbent's Name (if any).		Incumbent's Signature*		Date
Supervisor's Name		Supervisor's Signature*		Date
Dean/ELT's Name		Dean/ELT's Signature		Date
<i>Note: Signature means approval, otherwise return for signatures.</i>				
Human Resources Rep.		HR Rep Signature		Date
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>				

Lansing Community College

ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: FS9873

Date: 7/7/2017

Supervisor's Position #: FA9926

Materials Used:

Standard Office Equipment:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop) | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

Standard Trades Equipment:

- | | | |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

Mental Functions:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things) | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data) |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations) | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations) | |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) | |

Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

Visionary Functions:

- Near acuity (at 20 inches or less when minute 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)

Smell and Tasting Functions:

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

Movement, Strength, Repetition Functions:

- | | | | | |
|--|--|--|--|---|
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding | |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
 - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; 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:

- | | |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind) | <input type="checkbox"/> Vibrations |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises |
| <input type="checkbox"/> Confined/restricted spaces | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |