



Staff JOB DESCRIPTION

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

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|------------------------|-------------------|-------------|--------|
| DATE: | 3/14/2018 | POSITION #: | FS9761 |
| NAME OF INCUMBENT(S): | | | |
| JOB TITLE: | eLearning Support | | |
| DIVISION: | Academic Affairs | | |
| DEPARTMENT | eLearning | | |
| : | | | |
| PAY TABLE/LEVEL/GRADE: | Level 4 | REPORTS TO: | FA9850 |

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.)*

The eLearning Support position is responsible for supporting the eLearning Department Director. Responsible for front line customer service for the department, not limited to but including department phone line, live chat and email. Responsible for developing departmental communications, project plans as well as coordinating operations, reporting, expenses, auditing processes, purchasing and clerical functions with a high degree of professionalism. Responsible for developing and maintaining department blogs and website content that accurately reflects department goals and initiatives. Responsible for assisting with the development, support and dissemination of quality Course Management System information, instructional training information and documents for students and faculty as well as communication materials. Provides Course Management System technical consultation and assistance to students, faculty, and staff through phone, live chat and Help Desk service requests. Flexible schedule is required based on the academic calendar.

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

| | |
|--------------------------|--|
| Direct Report(s): | <i>Click here to enter position numbers. Use comma to separate</i> |
|--------------------------|--|

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 |
|----|----|---|
| 15 | 1 | Responsible for supporting the eLearning Department Director on a day-to-day basis. |
| 10 | 2 | Responsible on a daily basis for answering department phone line, live chat and department email account, and managing department calendar. Responsible for scheduling appointments upon request. |
| 10 | 3 | Responsible for developing and maintaining multiple department project plans. |
| 10 | 4 | Responsible for daily department operations, managing workspaces, maintaining department processes and procedures, and ordering supplies. |
| 10 | 5 | Develop, design and disseminate all different types of formats for communications, marketing and promotional items for the department. |
| 10 | 6 | Responsible for monitoring and updating the department budget and daily purchases as well as producing reports. |
| 10 | 7 | Responsible for maintaining department auditing processes. |
| 10 | 9 | Responsible daily for maintaining department website, course management system help documents, myLCC content, open lcc content and web based forms. |
| 5 | 12 | Other duties and responsibilities as assigned by the eLearning Department Director. |
| 5 | 13 | Flexible schedule is required based on academic calendar. |

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.*

- Excellent written, oral and electronic communication skills.
- Excellent customer service skills.
- Ability to learn new systems and processes, collect, compile and analyze information.
- Ability to develop project plans and monitor budget.
- Advanced ability to independently perform a variety of duties and balance multiple priorities on a continuing basis with exceptional follow-through.
- Personal attributes of high-level of energy, flexibility, multi-tasking, self-starter, attention to detail, well-organized, team player, initiative and a global perspective.
- Advanced knowledge of Microsoft Windows, Word, Excel, Outlook, Office 365, and Internet Applications.
- Knowledge of Course Management Systems, Banner Student Information System.
- Knowledge of Adobe InDesign, Photoshop and/or other graphic design programs.
- Knowledge of editing Web Pages, HTML.
- Knowledge of blogs.
- Work schedule subject to change depending on the academic calendar.

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 experience work experience required.
- Experience providing clerical support including coordinating office projects, budget monitoring and customer service required.
- Experience in project management required.
- Experience in Adobe InDesign, HTML, Microsoft Word, Excel, Outlook, Office 365 required.
- Experience in an office setting preferred.
- Previous experience in Course Management Systems preferred.

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 #: FA9805

Date: 6/22/2015

Supervisor's Position #: FA9850

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 type="checkbox"/> Climbing | <input type="checkbox"/> Kneeling | <input type="checkbox"/> Reaching | <input type="checkbox"/> Balancing | <input type="checkbox"/> Crouching |
| <input type="checkbox"/> Grasping | <input type="checkbox"/> Stooping | <input 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) |