Staff Job Description

<table>
<thead>
<tr>
<th>DATE</th>
<th>POSITION #</th>
<th>POSITION TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/4/2019</td>
<td>FS9670</td>
<td>FT Support – Delivery Logistics and Data Management Specialist (Internal)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIVISION</th>
<th>DEPARTMENT</th>
<th>PAY TABLE/LEVEL/GRADE</th>
<th>REPORTS TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Education and Workforce Development</td>
<td>Lifelong Learning and Centralized Services</td>
<td>Full-Time Support 4</td>
<td>FA9856</td>
</tr>
</tbody>
</table>

**STATUS:** Please select the appropriate boxes that apply.

- Regular/Continuing: ☒
- Bargaining Unit: ESP
- 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.

The Delivery Logistics and Data Management Specialist (DL/DMS) support position for CEWD’s Lifelong Learning and Centralized Support (LLCS) is responsible for the direction and oversight related to course delivery and faculty support functions for Continuing Education. The purpose of this position will be to assist the Administrative & Instructional Systems Coordinator to monitor, and post Open Enrollment courses in the non-credit registration system, Aceware, and in processing invoices for Corporate Training.

This position will also assist the Director of Lifelong Learning and Centralized Services with the report development, monitoring and evaluation of CEWD course delivery processes. Will need to use systems thinking approach to develop processes and reports for CEWD that will ensure a high level of instructional support and quality metrics are met for enrollment, quality improvement, delivery logistics, and ESOL enrollment within Salesforce and Aceware.

The DL/DMS will need to work independently as well as cooperatively in a team centered environment, performing a variety of duties and balancing multiple priorities on a continuing basis.

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

No direct reports
**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.

<table>
<thead>
<tr>
<th>%</th>
<th>NO.</th>
<th>Essential Duties and Responsibilities</th>
</tr>
</thead>
</table>
| 28 | 1 | Provide the support for day-to-day operations of course delivery logistics and faculty support functions, including facility and equipment needs, and process improvement for CEWD Courses.  
   - Assist and support Continuing Education with outreach activities to facilitate access to LCC services, instruction and activities and provide information to prospective and current students, faculty, staff and the general public with high-level customer service attention.  
   - Provide back-up customized support and student services for special populations, including corporate training participants and adult learners.  
   - Provide Delivery Logistics support for Continuing Education  
     - Initiating requests for the purchase or reproduction of instructional training materials  
     - Requesting and maintaining sufficient training supplies and equipment required for programs.  
     - Initiating and tracking pay requests for trainers for each program  
   - Provide back-up project support for Corporate Training and Center for Workforce Transition  
   - Provide customer support and troubleshooting for CEWD Open Enrollment classes |
| 15 | 2 | Assist LLC S with report creation, maintenance for CEWD  
   Includes:  
   - Assisting with Salesforce Reports and Open Enrolment registration data reporting and college reporting analytics (ARGOS).  
   - ESOL course reporting and Banner course management  
   - Center for Workforce Transition data collection and maintenance  
   - Ed2Go reporting for CEWD  
   - Continuous Improvement data management  
   - Salesforce accrual reporting  
   - Reviews accessibility standards for Business and Community Institute and develops reports  
   - Enrollment reporting |
| 10 | 3 | Provide support for social media, website maintenance and quality assurance for CEWD open enrollment to ensure accuracy between Aceware/Aceweb and website. |
| 15 | 4 | Provide CEWD registration with support for open enrollment courses, including tuition assistance and 3rd party billing processes. |
| 10 | 5 | Provide support for CEWD with Aceware/Aceweb course creation and maintenance |
| 10 | 6 | Assist with providing general support for CEWD faculty and staff for Aceware functions: class rosters, functionality, and registration processes; maintain desk manual and work instructions. |
| 10 | 8 | Assist CEWD Administrative & Instructional Systems Specialist (A1SS) with setting up systems and procedures for managing, storing and securing data, especially those that relates to revenue, expenditures, and instructional resources etc.  
Which may include:  
- Development of draft invoices for Accounting  
- Oversee communications with Accounting concerning the tracking and payment of invoices  
- Develop reports to analyze invoice payments for CEWD  
Manage on Continuous Improvement system by communicating in stakeholders as needed. |
| 2 | 9 | Support the CEWD Admin Assistant to the Dean with promotion of divisional courses and activities with General Clerical & Marketing Support and other duties as needed. |
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: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required for the job.
- Extensive knowledge and experience with computer software used at the College (windows, word processing, spreadsheets, databases, room scheduler, student system, web software, flowcharting software and data reporting software)
- Extensive knowledge and experience with instructional equipment and technology (computers, printers, instructor stations, projectors, Computer on Wheels units, and Smartboards)
- In-depth knowledge of the College, policies and procedures and have an understanding of how to accommodate people, both internal and external to LCC, in terms of making appropriate facilities related arrangements
- Extensive knowledge of College processes together with processing skills to anticipate projects and accomplish them
- Advanced knowledge and understanding of confidential issues and compliance with confidentiality laws and regulations
- Understand and embrace the team management philosophy
- Ability to gather and analyze data and produce reports from the data

COMMUNICATION/INFLUENCE: Requirements for listening, verbal communication and/or written communication with others, and/or for education, training, persuading, serving and/or otherwise influencing “customers”.
- Effective and professional oral and written communication skills
- Communicates assertively
- Tailors communication to the level and experience of the audience
- Conflict resolution skills
- Provide and model excellent customer service
- Serve as a resource for the office
- Communicate ideas and offer solutions when working with committees and work groups

PROBLEM SOLVING/RESOLUTION: Thinking required by the job for evaluation, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.
- Take initiative and independently perform a variety of duties and balance multiple priorities on a continuing basis
- Use critical thinking skills to analyze complex situations and select an appropriate course of action
- Ability to learn new systems and processes quickly
- Effectively handle or redirect student complaints and see them through the process
- Accurate and thorough follow through to bring effective closure in a timely manner
- Focuses on objectives and results when considering alternative solutions
- Uses logical, systematic approaches to solve problems
- Actively identifies and resolves the root cause of technical challenges (lessons learned)
- Effectively collaborates with colleagues and contributes ideas and solutions to resolve challenges and issues

LEADERSHIP: Required ability to manage people, department(s) and/or provide guidance/counsel to others.
- Represent the Dean and the ELPS Division in a professional manner that creates respect and confidence
- Be a self-starter and assume responsibility for tasks without direct supervision
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.

- Manage workload and priorities in a fast paced environment
- Ensures that College policies, procedures and practices are followed
- Builds effective partnership relationships with internal and external partners

PROJECT MANAGEMENT: Can lead and manage projects as needed in an effective manner.

- Effectively apply continuous quality improvement principles
- Assign and utilize resources (people and financial) effectively
- Ability to effectively plan and coordinate large events and building activities
- Ability to break down projects into manageable component parts
- Effectively prioritizes work

CUSTOMER SERVICE: can effectively communicate and assist customers who need assistance.

- Elicits feedback from customers to monitor their satisfaction
- Strives to meet and exceed customer expectations
- Responsive to customer requirements
- Empathize with customer experiences

TEAMWORK: able to successfully work in a team environment and other individuals on campus.

- Champions the team within the organization
- Models and encourages others to work as a team
- Gives and seeks performance feedback
- Fulfills commitments to others

OTHER: Other applicable skills and abilities not mentioned above.

- Possess maturity to represent the Dean and ELPS Division to various stakeholders
- Utilize effective time management skills and work effectively in a team environment or independently as needed
- Professional demeanor
- Utilize systems thinking approach to establish effective and efficient processes
- Provide follow through on all projects
- Interact efficiently and effectively with multiple department and extension center directors, staff, and students

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
- Associate Degree or equivalent combination of work and educational experience.
- Demonstrated administrative support and/or leadership experience
- Demonstrated customer service experience
- Demonstrated experience with Microsoft applications

Preferred
- Bachelor’s Degree
- Minimum 3 years’ experience in an academic setting
- Demonstrated understanding of working with computer technology and media equipment
- Experience in marketing with web page maintenance and management
Staff Job Description

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

Supervisor’s Name: Glenys Warner  Supervisor’s Signature: ___________________________ Date: ___9-17-19___
Dean/ELT’s Name: Bo Garcia  Dean/ELT’s Signature: ___________________________ Date: ___9-17-19___
HR Rep: Sydney Glasscoe  HR Rep Signature: ___________________________ Date: ___9-18-19___
ADA COMPLIANCE JOB DESCRIPTION CHECKLIST (The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)

Position #: FS9670          Date: 9/4/2019          Supervisor’s Position #: FA9856

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