



Staff Job Description

DATE	POSITION #	POSITION TITLE
3/18/2019	FS9860	FT Lead Support Staff – Public Service Careers/Utility and Energy Systems

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Technical Careers	Public Service Careers	Support 4	FA9823

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: ESP	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input checked="" type="checkbox"/>	Full-Time (40 hrs/wk): <input checked="" type="checkbox"/>	Part-Time: <input type="checkbox"/> ____ Hrs/Week	Pooled Position: <input type="checkbox"/>	Type here # of Employees if this position is pooled.
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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 Lansing Community College Technical Careers Division, offering over 30 programs in which we focus on providing students with high quality education and training, including significant hands-on learning opportunities, is seeking experienced, committed, and dynamic support personnel to assist our exceptional students, faculty, and staff. If you seek an opportunity to work with a great team of faculty and staff committed to student success in a professionally driven environment, then consider the following opportunity.

This position provides support to the program director, faculty, staff and students of the Public Service Careers and the Utility and Energy Systems Programs (PSC and UES). The responsibilities of this position include a wide variety of customer service and clerical duties that focus on student success. The successful candidate will participate in and assist with department and divisional initiatives and perform effectively as a team member of the Technical Careers Division. The desired candidate for this position will have excellent attention to detail, a positive attitude, innovative thinking, and the ability to anticipate needs within the program and division.

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

Type here

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.

%	NO.	Essential Duties and Responsibilities
20	1	Work with the Program Director to oversee the daily operations of the PSC/UES Program offices; ensure smooth operation of the program by developing positive relationships between faculty, students, staff, and the community; and by provide effective and efficient customer service.
15	2	Develop, implement, and maintain processes and procedures for improved workflow in accordance with College-wide policies and guidelines. Ensure that faculty and staff are compliant with College policies and effectively communicate procedural information and resources to the program. Track progress and completion of college initiatives, such as program operating plans and review processes, and professional activities plans.
15	3	Act as a front line resource for faculty, staff, and students by researching and disseminating information and helping to resolve conflicts in accordance with FERPA regulations. Monitor departmental phone lines and email accounts. Connect personnel and students with resources throughout the College. Enter program approvals for students in Banner. Assist with student registration/schedule changes, grade changes, and substitution/waiver requests. Track approval requests from the Registrar.
10	4	Coordinate departmental meetings and events, including regular program meetings during Fall and Spring semesters and bi-annual Advisory Committee meetings. Related duties will include reserving rooms, food and equipment, creating agendas and printed materials, sending invitations to participants, taking and distributing meeting notes, and running software to accommodate virtual meeting participants.
10	5	Utilize a variety of technology tools and software packages to create and edit documents, reports, forms, databases, brochures, slideshows, and other related items. Maintain program webpages and social media accounts.
5	6	Manage the schedule creation process for the PSC and UES programs by collecting and inputting faculty schedule/workload requests, course notes and information, faculty assignments, and class times and locations. Input and maintain schedule data in Banner and review for accuracy. Work with schedule coordinators and the Program Director to resolve conflicts in the schedule and coordinate faculty assignments/workload.
5	7	Remain current on program budget and purchasing procedures. Order program supplies including course materials, software, memberships, student voucher codes and promotional items. Coordinate faculty pay by entering bi-weekly timesheets in Banner and course information within the Faculty Pay System.
5	8	Collect, input and maintain course textbook information. Communicate textbook changes and related information between publishers, faculty and bookstores. Prepare textbook orders and request desk copies for instructors, libraries, and tutors.
5	9	Assist the division's personnel support with program hiring initiatives, such as onboarding and separation of faculty, collection and maintenance of faculty qualifications, creation of hiring documents and materials and occasional participation in hiring committees.
5	10	Participate in professional development to keep up-to-date on job skills, new computer software, and techniques which are essential to the successful operation of the program and the College.
5	11	Participate in divisional initiatives, grants, special projects, marketing and recruitment activities and other duties as assigned.



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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:

- Advanced technology and computer software experience (e.g., Microsoft Office, word processing, databases, spreadsheets, college related programs).
- Knowledge of the internet and creation and maintenance of web pages/social media.
- Knowledge of College departments, procedures, policies, and resources.
- Knowledge of office management.
- Skills in proofreading, organization, record keeping, and mathematics.
- Knowledge of FERPA regulations and the ability to maintain confidentiality regarding student and personnel records.

COMMUNICATION/INFLUENCE:

- Advanced verbal and written communication skills.
- Coaching and facilitation skills.
- Conflict resolution skills.
- Professional telephone communication skills.
- Ability to provide outstanding customer service.
- Effective listening skills.
- Ability to interact efficiently and effectively with college personnel, students, and the community.

PROBLEM SOLVING:

- Independently perform a variety of duties and balance multiple priorities on a continuing basis.
- Ability to learn new systems and processes quickly and accurately.
- Identify and solve potential conflicts before serious problems occur.
- Defuse difficult situations with disgruntled students, faculty, or staff by either solving the problem or offering viable alternatives.
- Ability to plan, prioritize, problem-solve, analyze, make decisions, and balance multiple tasks on a continuous basis.
- Strong critical thinking skills in order to analyze problems and quickly come up with cost-effective, practical solutions.
- Ability to react quickly and rationally to assist faculty, staff, and students with problems and give direction.

LEADERSHIP:

- Formulate and implement improved work processes and services taking advantage of new technology as it becomes available.
- Initiate projects and procedures as necessary.
- Provide direction to full-time and part-time faculty.
- Ability to create positive working and learning environment.
- Capacity to self-start and manage projects.

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

- High School Diploma/GED
- Demonstrated recent experience working in an office environment as an administrative professional/assistant, office manager, or key support staff person
- Customer service experience
- Demonstrated experience using data and generating reports

Preferred

- Associate Degree or higher
- Experience using Banner and other academic platforms
- Proficiency with Microsoft Office products
- Microsoft Office Certification

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

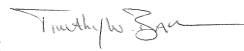
WORK ENVIRONMENT: Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

SIGNATURES

Supervisor's Name: Timothy Baker

Supervisor's Signature: _____



Date: 02/28/2019

Dean/ELT's Name: Mark Cosgrove

Dean/ELT's Signature: _____



Date: 3.13.19

HR Rep: Sydney Glasscoe

HR Rep Signature: _____



Date: 3/18/19



Staff Job Description

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 #: FS9860

Date: 3/18/2019

Supervisor's Position #: FA9823

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)
- 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