



# Staff JOB DESCRIPTION

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

DATE:	<u>11/30/17</u>	POSITION #:	<u>FS9769</u>
NAME OF INCUMBENT(S):	<b>Vacant</b>		
JOB TITLE:	<b>Lead Support – Instructional Initiatives</b>		
DIVISION:	Community Education and Workforce Development		
DEPARTMENT:	<b>Extension Centers and Community Education</b>		
PAY TABLE/LEVEL/GRADE:	<i>Level 4</i>	REPORTS TO:	<b>Nancy Dietrich – FA9771</b>

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

- |   |   |   |
|---|---|---|
| <input 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.)*

Provide direct support for instructional initiatives in the Community Education and Workforce Development Division. Assist the Director of Extension and Community Education with the divisional course and program review processes and other instructional quality initiatives. Assist with faculty-related processes such as the hiring and orientation of new faculty, the planning and coordination of faculty outreach activities, faculty scheduling, and the faculty performance review process. Maintain records related to faculty credentials. Assist with marketing and community outreach projects for the Community Education Program. Provide direct customer service to students and faculty as needed.

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

<b>Direct Report(s):</b>	<b>None</b>
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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
<u>50</u>	1	Assist the Director of Extension and Community Education with department, divisional and college-wide instructional projects and quality initiatives. Assist in the coordination and implementation of special activities, workshops, training seminars, outreach events and marketing projects, as well as department and divisional projects as needed. Assist with the completion of hiring/termination documents, search committee documents, and other documents related to faculty employment and credentials while maintaining confidentiality. Assist in the orientation and onboarding of new faculty. Provide clerical support for the coordination of the faculty performance review process. Maintain faculty information in up-to-date and easily assessable formats.
<u>20</u>	2	Provide assistance to department and divisional leadership to communicate with faculty and staff in a professional and timely manner using a variety of communication tools. Assist in collecting and organizing faculty availability to teach, and assist with scheduling activities as needed.
<u>20</u>	3	Assist in projects related to market research, program review and course evaluation. Compile course and program review data and generate reports.
<u>10</u>	4	Work closely with department and divisional leadership to meet college-wide deadlines. Organize and follow through with completion of approved projects. Support department leadership with various services, including, but not limited to, photocopying, proofreading, typing, delivery/posting of items and other tasks as needed. Utilizing excellent customer service skills, respond to, or redirect, faculty, staff and student needs in a professional and timely manner
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	7	
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	10	
	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.*

*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 in your 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)
- 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 educating, training, persuading, serving and/or otherwise influencing “customers”.*

- Effective and professional oral and written communication skills
- Tailor 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:** *Thinking required by the job for evaluating, 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
- Focus on objectives and results when considering alternative solutions
- Use logical, systematic approaches to solve problems
- Actively identifies and resolves the root cause of technical challenges (lessons learned)
- Effective collaboration with colleagues and contribute ideas and solutions to resolve challenges and issues

**LEADERSHIP:** *Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.*

- Represent the Directors and Dean in the CEWD Division in a professional manner that creates respect and confidence
- Be a self-starter and assume responsibility for tasks without direct supervision
- Manage workload and priorities in a fast paced environment

- Ensure that College policies, procedures and practices are followed
- Build 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.*

- Elicit feedback from customers to monitor their satisfaction
- Strive 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.*

- Champion the team within the organization
- Model and encourage others to work as a team
- Give and seek performance feedback
- Fulfill commitments to others

**OTHER:** *Other applicable skills and abilities not mentioned above.*

- Possess maturity to represent the Directors and Dean of the CEWD 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 directors, coordinators, 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.*

- Minimum of Associate degree or equivalent combination of work and educational experience required
- Minimum of two years of experience in an administrative or office environment required
- Experience with business computer applications required
- Demonstrated experience using data and generating reports required preferred
- Bachelor's degree preferred
- Demonstrated experience with managing social media and web pages preferred
- Demonstrated experience in marketing programs and events preferred
- Experience managing projects 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.**

<b>Incumbent's Name (if any).</b>		<b>Incumbent's Signature*</b>		<b>Date</b>	
<b>Supervisor's Name</b>		<b>Supervisor's Signature*</b>		<b>Date</b>	
<b>Dean/ELT's Name</b>		<b>Dean/ELT's Signature</b>		<b>Date</b>	
<i>Note: Signature means approval, otherwise return for signatures.</i>					
<b>Human Resources Rep.</b>		<b>HR Rep Signature</b>		<b>Date</b>	
<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.

<b>Position #:</b> FS9950	<b>Date:</b> 11/4/17	<b>Supervisor's Position #:</b> FA9771
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## 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 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   |

Confined/restricted spaces

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

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*Based upon [www.job-analysis.net](http://www.job-analysis.net)*