DATE	POSITION #	POSITION TITLE
3/18/2019	PS9795	PT Support - PSC Academies

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Technical Careers	Public Services Careers	Support 3	FA9823

STATUS: Please select the appropriate boxes that apply.				
Regular/Continuing:☒	**Bargaining Unit:** PTCTU	**Non-Bargaining:** ☐	**Provisional/Grant Funded:** ☐	**Temporary/Limited Duration:** ☐

Individual Position: ☒	**Full-Time (40 hrs/wk):** ☐	**Part-Time:** ☒ ___28___ Hrs/Week	**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 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 will provide support functions to administrators, faculty and staff of the Police Academy, Corrections Academy, and Fire Academy within the Public Services Careers department. The responsibilities of this position include a wide variety of customer service and clerical duties that focus on student success and requirements of the Third Party Governing bodies of each Academy. The successful candidate will participate in and assist with department and divisional initiatives and perform effectively as a team member of the Public Services Careers Office. The desired candidate for this position will have excellent attention to detail, a positive attitude, innovative thinking, and the ability to anticipate needs within each Academy.

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

%	NO.	Essential Duties and Responsibilities
25	1	Assist in the coordination and provide oversight in the daily operations of the Mid-Michigan Police Academy, Local Corrections Academy, and Regional Fire Science Firefighter Academy to administrators and ensure smooth operation of the programs and effective and efficient service to faculty, students, and the community.
20	2	Under the direction of the Program Director develop, implement, and oversee office systems for improved work flow, paperwork tracking, and to ensure compliance with college procedures and requirements. Act as a resource person to faculty, staff, and students by dispensing information, maintaining resources, and helping to resolve any conflicts (student, facilities, etc.).
20	3	Provide support to program personnel, e.g., utilizing various computer software packages to maintain correspondence, create and edit documents, reports, web pages, social media accounts, forms, databases, etc. Delegate tasks to student employees. Maintain open lines of communication and disseminate information to appropriate personnel.
10	4	Assist academic team leaders/administrators with semester schedule development for three semesters annually, including class timelines and locations, coordination of faculty schedules, and faculty workloads. Prepare and process program course information for semester schedule book, i.e., input data into Banner and review for accuracy (contact hours, times, seat limits, etc.) for courses offered, work with team leaders/administrators to resolve conflict in schedule, enter schedule book notes, and perform section maintenance throughout the semester in Banner. Enter program approvals for students in Banner. Prepare textbook orders for programs and troubleshoot textbook issues with bookstores.
10	5	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. Assist new employees with accessing Star Port and LMS for required training, Access/ID Card and parking, keys, mailbox, etc.
10	6	Participate in professional development to keep up-to-date on new computer software and techniques, which are essential to the successful operation of the programs and the College.
5	7	Other duties as assigned.

KNOWLEDGE:

- Knowledge of office organization and management principles.
- Advanced computer software experience (e.g., word processing, databases, spreadsheets, powerpoint, Internet).
- Skills in proofreading, record keeping, and mathematics.

COMMUNICATION/INFLUENCE:

- Advanced verbal, listening, and written communication skills.
- Effective interpersonal communication skills when interacting with students, faculty, staff, and the community.
- Effective conflict resolution skills.

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.

- Ability to provide outstanding customer service.
- Ability to work independently and as a team member.

PROBLEM SOLVING:

- Ability to organize tasks and assignments.
- Ability to plan, prioritize, problem-solve, analyze, make decisions, and balance multiple tasks with attention to detail.
- Strong critical thinking skills in order to analyze problems and formulate solutions.
- Ability to react quickly and effectively to assist faculty, staff, and students with problems and give direction.

LEADERSHIP:

- Provide direction to full- and part-time faculty.
- Provide professional support to faculty, administrators, students, and other College personnel/departments.
- Manage work load in a fast paced environment.
- Ability to create a 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 previous office support and clerical experience
- Demonstrated knowledge of Microsoft Office Suite (Access, Excel, Word, PowerPoint, Outlook)

Preferred
- Associate's degree or higher
- Banner System experience
- Argos experience

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:** ___Sydney Glasscoe_____ **Date:** __3/18/19___

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to eh essential job duties for the attached job description.*)

Position #: PS9795   **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