DATE	POSITION #	POSITION TITLE
3/25/2019	TFS023	FT Support-EAD/K-12 Operations Staff (TEMPORARY)

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
FAA	EAD/K-12	Support 4	Toni Glasscoe

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: ☐ _____ 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.

Supports program operations for K-12 Articulation, Postsecondary Enrollment Options, Career and Technical Education programs (ERESA/CCRESA), and Scholarship programs. The position assists the coordinators in program operations, maintains routine correspondence and reports, and uses college policies and procedures to solve problems.

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

n/a

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
25	1	Provide all clerical support for postsecondary enrollment options and scholarship activities to include preparing and mailing all correspondence, checking all student systems to determine status of all required activities, and helps in preparing reports for each cohort every semester. Develop and plan numerous events, meets with students as required and/or direct them to staff for additional assistance.
25	2	Provides support to the Eaton Regional Education Agency Service (ERESA), Clinton County Regional Services Agency (CCRESA) and others by: making sure courses are set up correctly, students are

%	NO.	Essential Duties and Responsibilities
		admitted and registered, rooms are assigned, and drops and adds are processed. In addition, this position provides instructors and departmental staff with information concerning grades, college policy and procedures, as well as compiling end of the year reports.
25	3	Provide support for the K-12 Articulation process by working with the coordinator and area school districts in the development of articulation agreements, reviewing and processing all applications to make sure the applications are completed correctly, answering routine questions, and compiling reports.
25	4	Plans events and activities related to credit by examination and promise scholarship programming. Use college systems to enter, retrieve, and request necessary information, reconcile expenses and make travel arrangements. Set up and maintain files and database information.

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.*
- Knowledge of computer software used at the College (windows, word processing, spreadsheets, databases, room scheduler, student system, web software, flowcharting software).
- General overall working knowledge of the College, policies and procedures.
- Knowledge of how 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.
- Conflict resolution skills.
- Provide and model excellent customer service.
- Serve as a resource for the office.

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 a situation and respond appropriately.
- Ability to learn new systems and processes quickly.
- Accurate and thorough follow though to bring appropriate closure in a timely manner.

OTHER: *Other applicable skills and abilities not mentioned above.*
- Utilize effective time management skills and work effectively in a team environment or independently as needed.
- Professional demeanor
- Be a self-starter and assume responsibility for task without direct supervision
- Provide follow through on all projects
- Detail oriented with good organizational skills
- Willingly shares knowledge and skills with other team members
- Asks for help as appropriate
- Fulfills commitments to other team members
- Looks for ways to improve self-performance and efficiency on the job
- Establishes and maintains effective relationships with customers and responds to customers in a timely manner
- Ability to learn new systems and processes quickly
- Ability to prioritize and schedule meetings

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 interact effectively with both internal and external customers
- Manage work load in a fast paced environment
- Ability to be proactive regarding office matters
- Ability to be flexible, analytical, and manage multiple and complex tasks
- Possess the ability to work in a collaborative manner with all College staff

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
- Significant relevant work experience in business and organizational support functions to include office management, budget monitoring, event planning, and organization, required.
- Experience gathering data and creating reports
- Computer software training or experience in Microsoft Office (Word, Excel, Access, PowerPoint, Microsoft Publisher, Outlook) products.
- Experience working with the public
- Experience creating professional correspondences

Preferred
- 3 years of experience performing business and organizational support functions to include: office management, budget monitoring, event planning, and organization.
- Associate's Degree

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: Toni Glasscoe   **Supervisor's Signature:** *Toni Hughes Glasscoe*   **Date:** __4/1/19____

Dean/ELT's Name: Toni Glasscoe   **Dean/ELT's Signature:** *Toni Hughes Glasscoe*   **Date:** __4/1/19_____

HR Rep: Sydney Glasscoe   **HR Rep Signature:** _*Sydney Glasscoe*_____ **Date:** __4/8/19____

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 #: Type here   **Date: 4/1/2019**   **Supervisor's Position #:** FA9824

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