



INSTRUCTIONAL SERVICES COORDINATOR

SALARY GRADE: [C1-55](#)

DEFINITION:

Under the direction of an assigned administrator, provide primary administrative support on instruction and institutional research. Implement and oversee complex processes; develop and analyze data and perform research and special projects for assigned areas; assist managers, staff and faculty with various reports, data and analysis related to assigned activities. Independently perform complex analysis and reporting with considerable accountability to state agencies for research and projects related to program review, accreditation, and student learning outcomes and the college planning committees.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Serve as a lead and resource in the coordination, web support, planning and writing of reports related to campus-wide programs and services (i.e. accreditation).
2. Oversee and coordinate the management of data, data input, information, and materials in academic services area ensuring accuracy; prepare, update, maintain and manage materials and information required to support activities.
3. Participate in development and implementation of new systems designed to support functions.
4. Develop and explain processes and procedures to students, faculty, staff and administration and serve as resource for resolution of questions.
5. Support faculty and staff services including professional development funds oversight and tenure review process.
6. Maintain effective communication and interact with college personnel to provide problem resolution and information on college policies related to academic procedures, participatory governance activities, and other instructional issues.
7. Direct the use and maintenance of the Student Learning Outcomes (SLO) system to support academic services functions; provide technical assistance, guidance and support to divisions; train faculty and/or division staff, division deans, and others.
8. Assist with institutional processes including interpreting data, creating forms and graphs, writing instructions, participating on related committees and maintaining documents.
9. Perform complex research assignments, providing reports as appropriate; utilize spreadsheets and specialized software to provide graphs, charts, and tables, as needed; provide analysis and interpret results. Independently perform complex analysis and reporting with considerable accountability.
10. Advise, consult, communicate and assist committees with weekly agendas, minutes and materials packets.
11. Support institutional research and analytic activities including coordinating surveys, data entry, and summary reports; extract data.
12. Respond to mail and telephone calls; independently compose correspondence; file, schedule meetings, order supplies; and prepare invoices.
13. Monitor, track, and report on different budgets.

14. Utilize a variety of database software to compile data extracted from various information systems for analysis and reporting.
15. Develop, design, and administer surveys. Perform statistical analysis of surveys for various offices.
16. Perform research to evaluate the outcomes of programs and services.
17. Analyze, monitor and schedule projects according to established timelines and follow-up accordingly.
18. Perform other duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Organization rules, statistical processes, and procedures specific to academic services.
2. Data management systems and desktop interface as well as word processing applications and other applications used for report presentations such as Excel and PowerPoint.
3. Applicable sections of State Education Code and other applicable laws.
4. District and college organization, operations, policies and objectives.
5. Interpersonal skills using tact, patience and courtesy.
6. Principles of training and providing work direction to others.
7. Research skills and techniques.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Evaluate complex sets of data and information, coordinate implementation of results and communicate results with individuals within and without the department.
3. Perform complex analysis and reporting typically with College-wide or District-wide reports.
4. Communicate effectively both orally and in writing including development of training materials and public presentations.
5. Work independently with little direction.
6. Use independent judgment in the interpretation and application of rules, regulations, policies and procedures.
7. Plan and organize work; developing an following complex schedules and timelines
8. Establish and maintain cooperative and effective working relationships with others.
9. Maintain current knowledge of data management systems, administrative computing and office automation.
10. Operate a computer and manage and train others in software applications.
11. Demonstrate strong organizational and time management skills.
12. Analyze and aggregate data and prepare reports.
13. Demonstrate strong team building skills and effectively interact with diverse students, staff, faculty and administrators, individually and as team members.
14. Understand and apply concepts of participatory governance to decision-making.
15. Apply and explain program policies and procedures.
16. Analyze situations accurately and adopt an effective course of action.
17. Extract and analyze data and generate reports from database systems.
18. Develop and create research plans with various users and departments.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in a related field.
2. Two (2) years experience in a related environment including experience in program development and implementation.

Preferred Qualifications:

1. Two (2) to five (5) years of progressively independent program coordination experience, including experience in writing, editing, evaluation, data analysis and program planning.
2. Excellent communication and interpersonal skills and experience establishing effective working relationships with others.
3. Knowledge and experience using software applications for data management and report preparation.
4. Knowledge in the organization, operations, policies and objectives of the college and district.
5. Experience working with high-level administration along with complex schedules and timelines.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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