



COORDINATOR, ACADEMIC SERVICES

DEFINITION

Under general direction, coordinates and monitors technical operations for academic scheduling, curriculum development, and/or catalog production; performs complex research and analysis and reporting functions with college-wide and/or District-wide impact; trains staff on all aspects of course scheduling, curriculum processes, and catalog production; ensures program compliance, reporting, and accountability in accordance with federal and state regulations and District policies and procedures; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned managerial staff. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for independently coordinating one or more program or office. The duties involved include the implementation of goals and objectives and oversight of reporting, accountability, and regulatory compliance. Positions work on tasks that are varied and complex, requiring the use of considerable discretion and independent judgment in performing assigned work, or ensuring the efficient and effective functioning of an assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

When performing all assignments:

- Oversees and coordinates academic scheduling, curriculum review and approval process, and/or catalog production; implements program policies and directives according to District, federal, state, or local guidelines and regulations.
- Participates in the planning, development, and implementation of policies, procedures, and action plans for the assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
- Provides direction, training, orientation, and guidance to assigned staff; plans, schedules, prioritizes, and assigns work; provides recommendations for selection, promotion, and disciplinary action and input on performance evaluations.
- Performs complex research assignments having college-wide or District-wide implications, analyzes data, interprets results, and develops reports.
- Oversees and coordinates the use and maintenance of data management systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures; establishes parameters and creates reports; submits reports in compliance with state reporting requirements and to management, faculty, and/or staff as requested.

- Collaborates with Educational Technology Services (ETS) in the development of process mapping, participation in user testing, and analysis of problems encountered during testing phases; makes recommendations on system functionality objectives and improvements as related to the scheduling functions; prepares and maintains documentation for scheduling processes.
- Provides technical assistance, guidance, and support to division staff and faculty; creates training materials and conducts trainings as needed.
- Works in coordination with other District offices in support of scheduling, curriculum review and approval processes, and/or catalog production.
- Serves on committees as assigned; advises, consults, communicates, and assists committees with weekly agendas, minutes, and materials packets as needed.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Stays abreast of new trends and innovations in the field of curriculum and scheduling; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
- Performs related duties as assigned.

In addition, when assigned to Scheduling:

- Serves as the lead resource in monitoring and ensuring accurate attendance accounting methods and that courses are set up for proper apportionment calculations; reviews, analyzes, and certifies course schedule for accuracy and state compliance; oversees and participates in the processing of all course changes; coordinates use of instructional and non-instructional space on campus.
- Develops, oversees, and coordinates catalogs and class schedules affecting college instruction, facilities, campus security, plant services, and central services.
- Prepares and coordinates completing and publishing the schedule of classes; works closely with the college webmaster on the development and maintenance of the college curriculum management system and upload of online schedules; checks schedule for accuracy.

In addition, when assigned to Curriculum and Catalog Production:

- Oversees the coordination with instructional divisions and departments to ensure data accuracy of courses and certificate and degree program annually; participates in reviewing and processing new course and/or program requests; communicates any changes to course outlines of record and/or certificate and degree programs from the State Chancellor's Office to instructional divisions and departments; analyzes and inputs annual data and information changes, ensuring accuracy and compliance with state and college regulations.
- Coordinates the submission, monitoring, and tracking of changes for existing and newly created courses and/or certificate and degree programs for data input into the State Chancellor's Office's official curriculum inventory program for review and approval; answers and responds to all inquiries and requests from the State.
- Reviews all course and program listings for publication in the annual catalog and online communications.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility including Title V (Education), California Code of Regulations.
- Principles, practices, policies, and procedures related to academic scheduling, curriculum review and approval process, and/or catalog production.
- Principles and practices of program and/or office coordination including implementation of the goals and objectives and oversight of reporting, accountability, and regulatory compliance.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Principles, practices, and technologies used in the development and maintenance of data management systems, websites, and multimedia related to academic scheduling and curriculum development, monitoring, and reporting.
- Principles and practices of data collection and analysis and report preparation.
- Principles of providing functional direction and training.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program and/or office.
- Develop, implement, and coordinate assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Coordinate and oversee programmatic and office accountability and regulatory reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in education or a related field and three (3) years of increasingly responsible experience providing support for curriculum and schedule development or related experience in an academic setting.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-56

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021