| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 10/4/2024 | FS9695 | FT Professional Support – Selective Admissions, Consortium & HHS Programs  | FA9993 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| HHS | HHS Division Office | Full-Time Professional Support 6  | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** ASP - FT/ESP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [x]  | **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. |
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| **This position requires an on-campus presence with little to no remote-work opportunities.** Support the services and functions provided by the Health & Human Services (HHS) Division while fostering a customer service, team-focused environment. Provide support and assistance to the Division, program directors, faculty, staff, students, potential students, and the general public.Manage and execute the Selective Admission process for competitive admission health-career programs offered within the Health & Human Services (HHS) Division. Evaluate and advise on student eligibility for selective admission programs and serve as the primary resource at the College for Selective Admission policies and procedures. Coordinate student enrollment and procedures for the consortium programs offered within the HHS Division. This involves collaborating with external partners including Registrars, Financial Aid, and Deans at the partnering Colleges, as well as the President for the consortium organization.Serve as program lead support for various programs offered within the Health & Human Services (HHS) Division. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Program, Division, and College-wide policies. Employs specialized expertise and training in support of program initiatives and processes, including but not limited to: faculty pay, course scheduling, purchasing and expense reporting, textbook ordering, room reservations, registration assistance and monitoring, data compilation/reporting, student and faculty support, documentation of meeting minutes, miscellaneous specialized projects, etc.**Must demonstrate a commitment to the diversity of a multi-cultural population, as well as work effectively in a team-based environment, seeking continuous improvement and adherence to the community college philosophy.** |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| 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** |
| --- | --- | --- |
| 60% | 1 | **Selective Admissions** – *Duties include, but are not limited to:*Coordinate the Selective Admissions process for health-career programs. Duties include, but are not limited to: student advising; coordination of the application process; accurate and in-depth evaluation of student records to determine program eligibility; continually identify and implement process improvements; frequent communication with students, division administration, and academic advisors; database management; conflict resolution; serve as a primary resource at the College for Selective Admission; an understanding of all HHS degrees, as well as College and accreditation requirements; assess Selective Admission data and criteria in support of increased enrollment as well as student and program success rates. In collaboration with Program Directors make and execute admission decisions including creating selection criteria, gathering data and tallying points, creating list of students for selective admissions, and distributing admission letters. |
| 15% | 2 | **Program Lead Support** – *Duties include, but are not limited to:*Provide specialized clerical and technical support for the programs and Deans within the Health & Human Services Division while fostering a customer service team-focused environment. Provide daily support to administrators, staff, students, and the community which includes but is not limited to: process faculty pay; maintain course scheduling and textbooks; compile and report data; purchase program supplies; assist with general enrollment/registration processes; take meeting minutes; utilize effective communication skills in providing assistance and accurate information to students, faculty, staff, administrators, and community members; employ problem-solving and conflict resolution skills appropriately. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Program, Division, and College-wide policies. Provide backup support for the Divisional office reception. |
| 10% | 3 | **Consortium Liaison and Support** – *Duties include, but are not limited to:*Serve as a point of contact for LCC, partnering Colleges, and the consortium organization for programs held within the HHS Division. Coordinate with LCC and partnering College’s Registrars, Financial Aid, and Deans to ensure course schedules, student enrollment, and graduation requirements and procedures are being met for all involved parties. Assist in the registration process using LCC and external systems. Execute and continuously improve processes, procedures, and initiatives that ensure quality service and comply with Program, Division, College-wide, and Consortium policies. Compile and maintain data. Participate in program Advisory Board and external consortium meetings.  |
| 10% | 4 | **Web and Division Document Lead** – *Duties include, but are not limited to:*Develop and maintain program Advising Guides and cost sheets for the HHS Division. Maintain the HHS Division and program webpages. Develop and implement processes for routine review of Division webpages and materials to promote user-friendly and accurate content, and to reduce the risk of misrepresentation. Collaborate with Program leadership and staff to identify areas that need revisions and carryout those changes.  |
| 5% | 5 | **Support of Division and College Initiatives** – *Duties include, but are not limited to:*Contributes productively to meetings and serves on Program, Divisional, and/or College-wide work groups. Participates in public service functions; utilizes effective communication skills in providing assistance and accurate information to students, faculty, staff, administrators, and community members; employs problem-solving and conflict resolution skills appropriately.  |
|  | 6 | Other duties as assigned |
|  | 7 | Type here |
|  | 8 | Type here |
|  | 9 | Type here |
|  | 10 | Type here |

| **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:* High-level knowledge of college departments, procedures, policies, and resources
* Knowledge of office management, organizational, record keeping, proofreading, and mathematical skills
* Possess proven organizational skills, attention to accuracy and detail
* Possess exceptional project management skills
* Demonstrate working knowledge of computer software: Windows, word processing, spreadsheets, databases
* Knowledge and proficiency of college student records, registration, faculty pay systems
* Knowledge and proficiency of LCC College systems

Communication/Influence:* Excellent written and verbal communication skills
* Employ facilitation skills to encourage effective team environment
* Possess effective interpersonal communication and effective listening skills
* Demonstrate commitment to exceptional customer service
* Coaching and facilitation skills
* Conflict resolution skills
* Assure confidentiality of correspondence and student and faculty records, etc.
* Ability to work with a diverse group of faculty, staff, and the community.

Problem Solving/Leadership:* Proven ability to plan, prioritize, problem-solve, analyze, make decisions, and balance multiple tasks on a continuing basis
* Ability to work independently and as a team member
* Ability to learn and implement new systems and processes quickly
* Proficient critical thinking, coaching, facilitation, conflict resolution skills
* Must be able to react quickly and rationally to assist/give direction to administrators, faculty, staff, and students with various problems
* Manage workload in a fast paced environment
* Ability to create positive working and learning environment to maximize work effectiveness and employee loyalty
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| **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*** + Associates Degree or equivalent combination of education and related work experience.
	+ Demonstrated clerical or office experience.
	+ Proficiency in Microsoft applications, word processing, and spreadsheet skills.
	+ Demonstrated experience leading and organizing detailed projects.
	+ Significant experience providing support to students, maintaining business or community relationships, or similar responsible activities.
	+ Some customer service experience.

**Preferred*** + Minimum 2 years clerical experience.
	+ Demonstrated experience managing complex projects.
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| **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:** Elizabeth Burger **Supervisor’s Signature:** \_****\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_9/25/2024\_\_

**Dean/ELT’s Name:** Elizabeth Burger **Dean/ELT’s Signature:** \_****\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_9/25/2024\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_\_ **Date:** \_10/4/2024\_\_\_\_

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

**Position #:** FS9695 **Date:** 10/4/2024 **Supervisor’s Position #:** FA9993

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[ ]  Paper and pencil/pen

[ ]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  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

[x]  Picking/Typing/Keyboarding

[x]  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