| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 9/13/2024 | FS9604 | FT Support – Business, Communication & the Arts | FA9767 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Arts and Sciences | Division | Full-Time Support 4 | 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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| Support the services and functions provided by the Arts & Sciences Division Services and Support Centers while fostering a customer service, team-focused environment. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Department, Division and College-wide policies. Employs specialized expertise and training in support of program initiatives and processes, including but not limited to: faculty absences/substitution recording and payment, course scheduling, syllabus revisions, purchasing and expense reporting, mileage/travel requests, textbook ordering, room reservations, special projects, and data compilation/reporting. 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). |
| --- |
| 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** |
| --- | --- | --- |
| 30 | 1 | Leads and provides general clerical and technical support for an Arts & Sciences Division Services and Support Centers while fostering a customer service team-focused environment. Assists in execution and continuous improvement of processes and procedures that ensure quality service and comply with Department, Division and College-wide policies. |
| 30 | 2 | Employs specialized expertise and training in support of program initiatives and review, budget, timekeeper functions, hiring, payroll, faculty workload, purchasing, data compilation/reporting, special projects, and related tasks in the Arts & Sciences Division. |
| 20 | 3 | Ability to substitute for support staff in Arts & Sciences Service Centers, including directing and monitoring other service center support staff, on an as needed basis. |
| 20 | 4 | Participates in public service functions and activities; utilizes effective communication skills in providing assistance and accurate information to students, faculty, staff, and community members; employs problem-solving and conflict resolution skills appropriately. |

| **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:* Demonstrate working knowledge of computer software: Windows, word processing, spreadsheets and databases.
* Possess strong organizational skills, attention to accuracy and detail.
* Understand college policies and procedures.

COMMUNICATION/INFLUENCE:* Possess effective interpersonal communication skills.
* Communicate effectively verbally and in writing.
* Employ facilitation skills to encourage effective team environment.
* Demonstrate commitment to outstanding customer service.
* Ability to work effectively with a diverse community

PROBLEM SOLVING:* Perform independently a variety of duties and balance multiple priorities on a continuing basis.
* Assess, evaluate and determine appropriate actions.
* Gather, analyze and report data.

LEADERSHIP:* Demonstrate strong organizational skills.
* Maintain ethical and professional behavior.
* Model concepts of outstanding customer service.
* Participate actively in team-centered approach to building a cohesive and integrated service center.
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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 progressively more responsible work experience.Significant office support or related experience.Knowledge of Microsoft applications, word processing and spreadsheet skills.Customer service experience.**Preferred**Office management 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.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Kent Wieland **Supervisor’s Signature:** \_Kent Wieland \_\_\_ **Date:** \_\_9/11/24 \_

**Dean/ELT’s Name:** Andrea Hoagland **Dean/ELT’s Signature:** \_Andrea Hoagland\_\_\_\_\_ **Date:** \_\_9/11/2024

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_ \_ **Date:** \_9/13/2024\_\_

**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 #:** FS9604 **Date:** 9/11/2024 **Supervisor’s Position #:** FA9767

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[ ]  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)

[x]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[ ]  Climbing

[x]  Kneeling

[x]  Reaching

[ ]  Balancing

[x]  Crouching

[x]  Grasping

[ ]  Stooping

[ ]  Crawling

[x]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[x]  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