| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 8/26/2024 | NEW | PT Data and Records Specialist – Learning Commons | FA9585 |

| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| --- | --- | --- | --- | --- |
| Academic Affairs | Learning Commons | Support 4 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

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

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [x] Up to 28 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 will report directly to the Learning Commons Operations Coordinator and work closely with both the Operations Coordinator and the Director of Academic Support and Learning Assistance daily. Primary responsibilities of this position include management, reporting, and auditing of Learning Commons student contact data; management of employee records; hiring management of all department PT and student positions; and development and facilitation of operations training material. The Data and Records Coordinator will be expected to provide internal customer service to all Learning Commons employees as well as administrative assistance to the Learning Commons Administration team. They will assist in the accomplishment and implementation of department goals, initiatives, and projects, and will serve as backup for the Operations Coordinator as needed, including taking on LCC Program Safety Management responsibilities.The Data and Records Coordinator must be able to manage multiple deadlines in a fast-paced, dynamic work environment with a sense of urgency and proficiency, and handle challenging situations with grace and tact. When managing sensitive and confidential matters, they must do so with integrity and demonstration of ethical standards of conduct at all times. As a member of the Learning Commons team, they will be an ambassador for the Learning Commons and will be expected to create a welcoming and inclusive environment for everyone. They must demonstrate a commitment to the diversity of a multi-cultural population and 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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| None |

| **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.  |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 60% | 1 | **Coordinate Data and Records Management, Auditing, and Reporting*** work independently and autonomously, managing multiple deadlines in a fast-paced, dynamic work environment with a sense of urgency and proficiency
* create and distribute master student enrollment database using Argos
* create, maintain, and audit student contact database for the Learning Commons using advanced Excel skillset, e.g. pivot tables, Power Query Editor, Visual Basic scripting, etc.
* create and update student contact logs and work logs using advanced Excel skillset in formatting and formulas, e.g. conditionals, concatenate, data validation, etc.
* audit individual student contact logs and work logs; and complete follow-up training and coaching of employees on accuracy, processes, and procedures of data logs
* collaborate with the Operations Coordinator, Director of Academic Support and Learning Assistance, and other members of the Learning Commons Leadership Team to determine data reporting needs and capabilities for budget and labor analysis, college and Board of Trustees reporting, hours of operation, and tutor assignments/scheduling
* create both internal and external data reports to present to Learning Commons Leadership, LCC Executive Leadership, and the Board of Trustees to track and showcase Learning Commons progression of college strategic initiatives and impact on overall student success
* maintain data collection and reporting in line with college initiatives and oversee continuous Learning Commons improvement
* act as the Accessibility Coordinator for all Learning Commons material and maintain up-to-date training on LCC accessibility standards
* coordinate records management of Learning Commons documents, including ethical management of sensitive/confidential employee and student records, employee D2L site, WhenToWork site, and maintain completion reports of internal trainings and professional development
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| 25% | 2 | **Hiring, Onboarding, and Training*** serve as backup to the Operations Coordinator as the hiring manager for all Learning Commons positions
* work in collaboration with HR to assist employees as needed with pre-hiring documents (tax forms, etc.) and post-hiring college onboarding orientation and trainings
* develop standardized procedural training modules, including content creation
* facilitate operations training including onboarding of new employees and coaching of professional faculty and staff on operational procedures
* oversee troubleshooting of technical issues for employees with software installation, shared drive access, Webex, etc.
* create and update Desk Reference Manuals for the Learning Commons
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| 15% | 3 | **Administrative Assistance, Internal Customer Service and Communications*** work effectively in a team-based environment with the Leadership Team to coordinate and collaborate on department and college goals, initiatives, projects, and communications
* serve as backup to the Operations Coordinator, including Program Safety Manager and BERT roles and responsibilities
* provide frontline supervision of employees as assigned
* create a welcoming and inclusive environment for everyone and demonstrate a commitment to the diversity of a multi-cultural population
* other duties as assigned
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| **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: • Ability to gather, maintain, analyze, and audit data and produce reports from the data.* Experience with technology and computer software used at the College (Microsoft Office Suite, Banner, ARGOS, Desire2Learn, When2Work, WebEx, etc.).

• General overall working knowledge of the College policies and procedures.• Knowledge of College processes together with processing skills to anticipate projects and accomplish them.• Understand confidential issues and compliance with Federal and State laws and regulations.• Understand and embrace the team management philosophy.COMMUNICATION/INFLUENCE:• Conflict resolution skills.• Provide and model excellent customer service.• Serve as a resource for the department.• Ability to work effectively with a diverse community.PROBLEM SOLVING:• Take initiative and independently perform a variety of duties and balance multiple priorities.• Use critical thinking skills to analyze a situation and respond appropriately.• Ability to learn new systems and processes quickly.• Handle or redirect student and employee concerns/complaints and see them through the process.• Accurate and thorough follow though to bring effective resolution in a timely manner.LEADERSHIP:• Represent the Learning Commons department in a professional manner to create respect and confidence.• Be a self-starter and assume responsibility for tasks without direct supervision.• Manage workload and priorities in a dynamic and fast-paced environment. |

| **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.  |
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| **Required*** Associate’s degree from a regionally accredited institution of higher education, OR the equivalent combination of education and/or relevant work experience
* Experience in data management and analysis in Microsoft Excel
* Proficiency in other Microsoft Office Suite software: Word, Outlook, PowerPoint, Access, etc.
* Demonstrated relevant work experience
* Effective and proficient written communication skills
* Demonstrated leadership skills (e.g. management, administration, coaching, training, etc.)

**Preferred*** Bachelor’s with work experience in the field of Computer Information Technology or a related field, OR Master’s degree from a regionally accredited institution of higher education in Computer Information Technology or related field, OR an equivalent combination of education and work experience
* Experience working in Higher Education environment
* Experience using College software (e.g. Banner, D2L, and Argos)
* Experience working with diverse populations
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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.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Kristi Thurlby **Supervisor’s Signature:** Kristi Thurlby  **Date:** 8/23/2024

**Director/ELT’s Name:** Cindy Storie **Dean/ELT’s Signature:** \_\_\_\_\_\_\_\_\_\_ **Date:** 8/23/2024

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_ **Date:**  \_8/26/2024\_\_

**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 #:** NEW **Date:** **8/26/2024 Supervisor’s Position #:** FA9585

## **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

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[x]  Other: laptop, calculator, and printer

## **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

[ ]  Kneeling

[ ]  Reaching

[ ]  Balancing

[ ]  Crouching

[x]  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)

[x]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[x]  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