

# HILLSBOROUGH COMMUNITY COLLEGE

## CLASS SPECIFICATION

<i>Class Title:</i> Academic Success Center Coordinator			<i>Approval Date:</i> July 28, 2005
<i>Level:</i> G	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0748	<i>Approved By:</i> College President

### GENERAL DESCRIPTION

Manages and oversees the operation and administration of the Academic Success Center.

	KEY RESPONSIBILITIES	% OF TIME
1.*	Supervises, initiates, and coordinates work assignments and schedules for assigned staff. Monitors and evaluates staff performance; trains and provides staff development opportunities	20%
2.*	Manages and oversees daily operations of the campus' Academic Success Center (ASC), which includes tutor assignments, supplemental instruction training and support, and regular meetings with faculty and staff.	20%
3.*	Coordinates ASC projects, programs and academic activities with deans, program managers and other student support services personnel to enhance the academic success of students.	15%
4.*	Writes, reviews, and updates ASC and campus procedures; reviews forms and recommends changes in matters related to the operation of the ASC.	10%
5.*	Maintains the effectiveness of academic support services aimed at improved student learning, such as tutoring, early alert systems, supplemental instruction, and other related activities.	15%
6.	Ensures the security and maintenance of the physical assets of the campus ASC; assists students and develops new programs that support student learning.	5%
7.	Prepares and maintains essential ASC records and files, and prepares correspondence, reports, etc. Handles routine student concerns and complaints, and recommends appropriate action.	5%
8.	Communicates ASC procedures to staff and explains ASC operational procedures to students.	5%
9.	Serves on College, regional and statewide committees. Keeps abreast of new developments for learning resources and support.	5%
10.	Performs other similar and related duties as assigned.	

\* Indicates an "essential" job function.

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<b>KEY JOB REQUIREMENTS</b>		
<i>Formal Education:</i>	Master's Degree required.	
<i>Work Experience:</i>	Three to five years of prior work related experience.	
<i>Planning Scope:</i>	Scope of planning affects department or equivalent.	
<i>Planning Level:</i>	Plans events that will occur during the year and have some effect on the department's annual expenditures and/or revenues.	
<i>Impact of Budgets:</i>	Has a strong, but not controlling, voice in decisions on the budget; can authorize or recommend expenditures within an approved budget. No impact on grant funds or revenue generation. Actions may have a direct contribution on the methods used to generate revenues.	
<i>Impact of Decisions:</i>	Makes recommendations or decisions which typically affect the assigned department, but may at times affect operations, services, individuals, or activities of a campus.	
<i>Complexity:</i>	Work is complex and varied and requires the selection and application of technical and detailed guidelines. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts.	
<i>Decision Making:</i>	Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
<i>Problem Solving:</i>	Involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations.	
<i>Internal Contacts:</i>	Requires regular internal contacts to carry out programs and to explain specialized matters requiring cooperation, explanation, and persuasion.	
<i>External Contacts:</i>	External contacts are required to carry out programs and to explain the non-specialized matters.	
<i>Level of Supervisory Responsibility:</i>	Provides limited supervision of one or more functions within a department. Formally plans, assigns, directs, and coordinates the work of these functions.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is both technically and academically oriented and often complex. Includes additional administrative responsibilities, and requires a working knowledge of unit or departmental activities.	
<i>Job-Related Knowledge:</i>	Requires mid-level knowledge of theories and practices of a professional field. This level is reserved for an individual with a master's degree or with a high level of academic skills demonstrated by a number of years of on-the-position experience. Writes reports using technical data requiring considerable interpretation, developing new methods and procedures. Frequently applies knowledge to practical issues.	
<i>Innovation/Creativity:</i>	Work requires using original and creative thinking to develop new moderately complex results. The results generally impact several work groups, a large project or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements. Work performed in office, library or work room.	