

RANGE N05

**JTC NO. CPW
FLSA EXEMPT Y**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

JOB TITLE: College Coordinator Instructional Support Services

DATE PREPARED: Summer 2013

DAVE REVISED: Fall 2016

GENERAL SUMMARY:

This position supports the Director in the day to day planning and operations of the Learning Resource area. Responsible for planning, coordinating and managing an area depending on assignment in the instructional support services of the campus.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Plans, coordinates, and manages the daily operations of the instructional support area assigned.
- Manages a wide range of instructional resources as assigned and provides support services to support and assist faculty, staff, and student support services.
- Evaluates, selects and recommends equipment and materials utilized for instructional support including software and hardware if applicable.
- Responsible for maintaining and developing the assigned area website presence and information.
- Supervision: Responsible for hiring, training, evaluating, developing and supervising instructional support staff as well as provide day-to-day problem-solving and training of staff.
- Responsible for collecting, managing, maintaining, and interpreting data collection for the area assigned.
- Collects and maintains statistical data needed in the evaluation of service usage and in the preparation of federal and state reports.
- Works collaboratively in outreach efforts with instructional divisions and other areas across the campus.
- May work with faculty and academic divisions in developing, administering and coordinating appropriate student support services related to student development.
- May serve as Director in the absence of the Director.
- Performs other duties as assigned.

College Coordinator Instructional Support Services
Page Two

REPORTING RELATIONSHIP:

Varies to meet organizational needs.

PHYSICAL EFFORT REQUIRED:

Ability to lift/carry moderately heavy material weighing up to 50 pounds.

MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:

Bachelor's degree or higher in a related field plus 4 years of experience in an educational environment specifically related to student development and/or support services **or** Associate's degree in a related field plus 6 years of experience in an educational environment specifically related to student development and/or support services. Must have 1 year of supervisory experience. Requires high degree diplomacy, customer service, planning, coordination of labor, accountability, and problem solving skill. Must be able to work in collaboration with others and independently. Requires a strong knowledge of a variety of software/hardware programs; the ability to utilize computer technology to access data, maintain records, generate reports and communicate with others. Ability to interpret and apply administrative and departmental policies. Ability to deal effectively with a variety of individuals from diverse backgrounds and to communicate effectively both orally and in writing. Proven experience providing effective customer service. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

08/14/09-ccp
Revised: 10/2011 - rrg
Revised: 08/2012 - emm
Revised: 07/2013 - emm
Revised: 12.2016 - emm
ADA/tmm 04.02.19