

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SERVICES SPECIALIST

SUMMARY DESCRIPTION

Under the direction of the Instructional Support Services Supervisor, coordinate and participate in a variety of specialized technical duties in support of the functions of the Instructional Support Services Office; provide technical assistance to academic schools relating to course and class schedule and catalog input; coordinate the implementation and upgrading of computerized systems for the Instructional Support Services Office with other units on campus; serve as primary liaison to the Computer Systems and Services Department for state reporting for college funding; provide training to Colleague system users in the Office of Instruction, academic schools, and other departments; and maintain databases and develop reports.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Instructional Services series. Positions at this level are distinguished from the journey level Instructional Services Technician by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including monitoring faculty loads to ensure compliance with state regulations and union contracts, maintaining databases to monitor FTES and college enrollment, and preparation of required state enrollment reports. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate and participate in providing a variety of specialized technical support for enrollment management processes including schedule and catalog production, faculty loads, room scheduling, curriculum development process, and maintenance of materials fees. **E**
2. Monitor faculty loads for both full and part time faculty, counselors and librarians; ensure compliance with state regulations and union contracts. **E**
3. Plan and organize work activities for assigned areas of responsibility in support of the Instructional Support Services Office.
4. Assess and recommend system changes and improvements to better serve student and staff needs; coordinate the implementation of new software and technical procedures that support the functions of the Instructional Support Services Office. **E**
5. Participate in selecting, training, and providing work direction to student workers and assigned staff; review completed work projects. **E**
6. Prepare training documentation and conduct staff training sessions; provide technical expertise to other staff, faculty, and administrators including in CurricUNET, degree audit, and schedule and catalog production. **E**
7. Communicate with and provide information to academic schools and other departments regarding information required for schedule and catalog data input functions. **E**

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8. Collect, compile, and analyze information from various sources on a variety of specialized topics related to assigned programs; present reports that present and interpret data, identify alternatives, and make and justify recommendations. *E*
9. Serve as database administrator for assigned areas of responsibility; develop databases to track FTES, enrollments, and other reporting data; enter and manipulate data, create reports, and troubleshoot problems. *E*
10. Research enrollment numbers and conduct trend analyses for specific time periods as requested by Vice President or President. *E*
11. Maintain current knowledge of applicable laws, rules, regulations, policies, and procedures including those related to college curriculum, State Title 5, and Education Code regulations. *E*
12. Support the registration/counseling processes through preparation, update, and distribution of schedule/catalog changes and updating of degree audit system; provide assistance and information to administration, faculty, and staff campus-wide concerning schedule/catalog parameters. *E*
13. Assist in the preparation and distribution of class schedules, catalog, and other instructional materials; participate in the development of schedule/catalog production timelines; assist with the proofing, editing, and preparing of the class schedule for printing. *E*
14. Assist with the maintenance of Colleague modules pertaining to instruction. *E*
15. Assist in the updating of state MIS information for reporting purposes. *E*
16. Participate in the development of the academic calendar; participate in committees and meetings pertaining to the Instructional Support Services Office.
17. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Pertinent rules, regulations, policies, and procedures relating to college operations with emphasis on instructional services including state regulations related to curriculum, faculty loads, and schedules, and catalogs.

Principles of process documentation.

Principles and practices of lead supervision and staff training.

Methods and techniques of research and analysis.

Colleague data systems and data retrieval methods pertaining to instructional services.

Methods and techniques of database administration.

Principles and procedures of statistical record keeping and report preparation.

Principles of business letter writing and publication formatting requirements.

Interpersonal skills using tact, patience, and courtesy.

District organization, operations, policies, and objectives.

Oral and written communication skills.

Technical aspects of field of specialty.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

English usage, spelling, grammar, and punctuation.

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Ability to:

Perform specialized technical duties involving the use of independent judgment and personal initiative.

Learn, understand, interpret, apply, and explain applicable complex rules, regulations, policies, and procedures and apply them with good judgment.

Understand and apply Colleague modules that support the Instructional Support Services Office.

Maintain accurate and complete records and files.

Compile, assemble, and interpret data from diverse sources.

Prepare a variety of reports and correspondence related to area of assignment.

Serve as an effective liaison with other College departments and divisions including the Computer Systems and Services Department.

Document operational processes for staff training.

Provide lead supervision and training to assigned staff.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Implement, coordinate, evaluate, and maintain a variety of software programs.

Adapt to changing technologies and learn functionality of new equipment and systems.

Understand and follow oral and written directions.

Work independently in the absence of supervision.

Plan and organize work to meet schedules and deadlines.

Work collaboratively with others.

Work confidentially with discretion.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college with major course work in business administration or a related field; four years of increasingly responsible specialized technical experience in instructional services or related area.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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