

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: LEARNING COMMUNITIES HUB COORDINATOR

SUMMARY DESCRIPTION

The Learning Communities Hub is a physical space for our four affinity learning communities, Puente, Bayan, Umoja and Chel. Each of our learning communities is geared to developing a sense of community and identify development for the communities. The Learning Communities Hub Coordinator oversees, plans, organizes, coordinates, and reviews the services, activities, and operations of the Learning Communities Hub (LCH). This position reports to the Director for the Office of Student Equity Programs and Services.

DISTINGUISHING CHARACTERISTICS

The Coordinator is responsible for the day-to-day operations of the LCH and works directly with students and coordinators from each of the learning communities. The incumbent performs a wide range of complex technical, program support, monitoring of physical space, and clerical duties independently for assigned program areas requiring a broad knowledge of an assigned program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.

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. Lead and oversee the day-to-day activities of the LCH; program, plan, organize, coordinate, and oversee the services, activities, and operations. **E**
2. Coordinate all activities housed in the LCH; meet with staff, faculty, and students to coordinate their events and programs. **E**
3. Determine needs and create work orders for each event requiring special room layout, computer and audiovisual equipment, food services and other items. **E**
4. Assigned LCH area: coordinate and participate in the performance of a variety of program coordination and technical duties in support of assigned LCH area; oversee and participate in providing a wide variety of reference and resource information related to assigned function or program area; and perform a full range of the more complex program support and clerical assistance duties in support of assigned LCH area. **E**
5. Secure, coordinate, provide guidance to student staff for the LCH; select, train, and provide in regards to assigned duties; review and process timesheets for staff; prepare timesheets for budget signature and payment according to District guidelines. **E**
6. Assist with coordination of on-site production and clean up for events as necessary; close out all events as required; prepare time-sensitive follow-up reports and debriefs on events. **E**
7. Monitor, maintain, and participate in the administration of assigned budget; prepare requisitions; verify and prepare internal invoices for payment or budget transfer. **E**
8. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations. **E**
9. Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; assure the timely completion of work in accordance with established policies, procedures, and standards. **E**

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10. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, tours, meetings, and other activities related to assigned program area; arrange and confirm speakers; reserve facilities and make other necessary arrangements. *E*
11. Provide technical information and assistance regarding area of assignment to students, staff, and the general public; interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library. *E*
12. Utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; coordinate activities with other divisions and departments. *E*
13. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment. *E*
14. Provide assistance to other student services staff as needed. *E*
15. Participate in planning, organizing, and coordinating assigned program activities; implement procedures to ensure efficient day-to-day operations of assigned area. *E*
16. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Basic principles and practices of budget preparation and administration.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Basic principles and practices of student or staff program management.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Computer applications such as word processing, spreadsheets, and statistical databases.
- District organization, operations, policies and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- General principles, practices, and procedures of business administration and public administration.
- Information and research resources available related to areas of assignment.
- Interpersonal skills using tact, patience, and courtesy
- Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.
- Modern office procedures, methods, and equipment including computers.
- Principles and practices used in analyzing and evaluating programs, policies, and operational needs.
- Basic principles and techniques used in public relations including written, in person, and telephone etiquette.
- Principles and techniques of marketing and advertising.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles and procedures of report preparation.
- Operational characteristics, services, and activities of the functions, programs, and operations of the assigned office.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Operations, services, and activities of the Learning Communities Hub.
- Oral and written communication skills.
- Public relations and customer service principles and practices.

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- Referral agencies, services, and departments on and off campus may be required for some assignments.
- Screening and interviewing techniques may be required for some assignments.
- Technical aspects of field of specialty.
- Work organization and office management principles and practices.

Ability to:

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Communicate clearly and concisely, both orally and in writing.
- Complete, process, review, and maintain forms, records, and databases.
- Coordinate workflow to be responsive to time lines.
- Coordinate and conduct workshops, seminars, special event, class presentations, orientations, and tours.
- Establish, review, and revise office work priorities.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Implement procedures for the day-to-day operations of assigned program areas.
- Independently compose and prepare routine correspondence and memoranda.
- Manage multiple projects and work assignments that are detail oriented and time sensitive.
- Operate a variety of office equipment including a computer.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Orient students, staff, and public to resources and services related to area of assignment.
- Participate in budget preparation and administration; monitor and maintain the budget.
- Participate in the development and administration of policies and procedures.
- Perform a full range of technical, program support, administrative, and clerical duties involving the use of independent judgment and personal initiative.
- Plan, schedule, and attend meetings to evaluate and consult on special events.
- Plan, organize, and assign work to meet schedules and changing deadlines.
- Prepare a variety of clear and concise administrative and financial records.
- Prepare a variety of reports and correspondence related to area of assignment.
- Prepare calendar of events and workshops related to area of assignment.
- Provide high-level customer service; exercise judgment, diplomacy, and discretion in handling matters of a sensitive nature.
- Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.
- Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.
- Select, train, and provide guidance to assigned personnel.
- Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures and apply them with good judgment.
- Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.
- Use technical concepts and basic program management tools and techniques to effectively coordinate a program area and solve complex problems in creative and effective ways.
- Work effectively with minimal supervision.

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- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

EDUCATION AND EXPERIENCE

Any combination equivalent to: an Associate's degree or two years of college level course work in business, social work, psychology, sociology, or a related field **AND** five years increasingly responsible experience working in a social service or community service capacity or a student services-oriented role at a community college or other educational institution. A Bachelor's degree in social work, sociology, education, or other related field is desirable and may substitute for up to two years of related experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

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; possible exposure to dissatisfied individuals.

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; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

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

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