

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: OFFICE OF INSTITUTIONAL EFFECTIVENESS COORDINATOR

SUMMARY DESCRIPTION

Under direction of assigned administrator, perform a variety of highly complex, specialized, and technical duties in support of the activities, services, and functions of the Office of Institutional Effectiveness (OIE) including in the areas of accreditation and institutional master and strategic planning processes; provide support to College committees associated with area of assignment; monitor various program activities and ensure adherence to timelines and reporting requirements; prepare, review, and proof a variety of reports, documents, records, evidence, and forms for accuracy, completeness, and compliance; and maintain multiple complex databases for assigned areas 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. Work with a high level of independence in performing a wide variety of complex, specialized, and responsible administrative and technical duties in support of the Office of Institutional Effectiveness including in the areas of accreditation and institutional master and strategic planning processes. **E**
2. Attend various accreditation-related committee meetings including the Accreditation Oversight Committee; serve as a resource person as needed; assist in developing timelines and tracking due dates, activities, and information related to the District's accreditation process; work with accreditation-related committees to obtain information/evidence demonstrating compliance with accreditation standards. **E**
3. Independently construct and prepare committee agendas; record and transcribe minutes; coordinate the review and approval of agendas/minutes and revise as needed; distribute agendas/minutes; initiate follow-up from committee recommendations; maintain records of committee and group actions; research, evaluate, recommend, and/or complete special project requests. **E**
4. Prepare Accrediting Commission for Community and Junior Colleges (ACCJC) reports for publication; develop timeline for completion and coordinate with other administrative offices and printing vendor; verify the accuracy of information and proof document for proper English, spelling, grammar, and punctuation. **E**
5. Prepare ACCJC reports for committee/council/Governing Board review and approval; research, compile, and analyze a variety of information and data related to accreditation; prepare comprehensive narrative, statistical, and/or analytical reports; determine appropriate format and presentation of reports/documents; inspect documents, forms, records, and other materials for accuracy and completeness; process documents and forms according to established procedures; recommend and implement plans for improving assigned program and/or area of responsibility. **E**
6. Assume responsibility for the review and monitoring of the College's policies and procedures by tracking the process utilized for operational and timely updates; maintain a master document that includes all College policies and procedures and a tracking mechanism for establishment and/or renewal as required in order to remain compliant with accreditation requirements; track the shared governance process and approval for policies and procedures as well as publication and distribution of such documents. **E**
7. Assist in developing and maintaining a master calendar of planning activities for the College; assist in preparing reports regarding annual updates and renewal efforts pertaining to the strategic plan. **E**
8. Maintain the District web pages, SharePoint, Shared Planning and Decision-Making Handbook, and other manuals and documents pertaining OIE information; prepare documents for posting on respective web pages; maintain reference links on assigned District web pages. **E**

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9. Provide individual and group training on the use of assigned software; provide in-service training to appropriate staff related to area of assignment including standards and their relationship with College work, processes, and outcomes. **E**
10. Assist with resolution of unique issues related to OIE; analyze and propose improvements to related processes, policies, and procedures. **E**
11. Research and/or complete special projects requested by the Dean, Office of Institutional Effectiveness/Accreditation Liaison Officer; participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to OIE activities; conduct research and obtain data on assigned topics; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations; assist and support OIE efforts with project tasks as needed. **E**
12. Draft, prepare and/or edit a variety of correspondence, memoranda, reports, proposals, and other materials; conduct research as needed to prepare documents or ensure accuracy of content, completeness, and compliance with applicable rules and regulations; distribute materials as appropriate. **E**
13. Maintain systematic project documentation; process documents and maintain complete records related to projects of the Office of Institutional Effectiveness; accurately maintain reports and materials in a central office; establish, organize, and maintain complex filing and record-keeping systems for OIE; monitor and maintain historical and archival filing system for institutional documents. **E**
14. Participate in a variety of committees, workshops, meetings, and/or other related groups to receive and/or convey OIE related information. **E**
15. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operations, services, and activities of the Office of Institutional Effectiveness.

Rules, regulations, terminology, and processes applicable to assigned areas of responsibility.

Rules and regulations pertaining to ACCJC or other similar community college accreditations body's requirements.

Rules, policies, procedures, and operating practices used in the development of reports for ACCJC or an equivalent community college accreditation body.

Computer programs to access required data and produce reports to support assigned OIE functions.

Practices and procedures of office administration and support including operation of office equipment.

Advanced use of computers and supporting programs including integrated systems or similar outcomes database software and word processing, spreadsheet, and presentation software.

Correct English usage including spelling, grammar, and punctuation.

Practices and procedures of developing and maintaining records and filing systems.

Principles and practices of taking and transcribing meeting minutes.

Principles and practices of research and report preparation.

Principles of business letter writing.

Interpersonal skills including tact, patience and diplomacy.

Ability to:

Perform specialized, technical, and complex duties that require a high level of independent judgment and personal initiative.

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

Understand and apply ACCJC standards, terminology, and processes applicable to areas of assigned responsibility.

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Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.

Effectively coordinate the work of others to meet established project timelines.

Coordinate the development of reports including those for ACCJC.

Prepare ACCJC reports for publication including proofreading.

Provide complex and responsible administrative support to assigned committees including accreditation-related committee.

Maintain and update electronic database records in WEAVE or a similar outcomes database.

Operate office equipment including computers and supporting word processing, spreadsheet, and learning outcomes database management software.

Type at a speed necessary for successful job performance

Take and transcribe meeting minutes at a speed necessary for successful job performance.

Work effectively both independently and within a team environment.

Respond tactfully, clearly, concisely, and appropriately to inquiries and requests for information quickly and on short notice.

Work within a fast-paced environment with attention to details and deadlines.

Prioritize tasks and follow through on projects with set deadlines.

Participate in budget preparation and administration.

Work independently in the absence of supervision.

Plan and organize work to meet changing priorities and deadlines.

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: an Associate's degree or two years of college level course work in finance, business administration, or a related field; and five years of increasingly responsible administrative support and technical experience in a related area.

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; regular interaction with individuals inside and outside the District; 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; and to verbally communicate to exchange information.

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

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