

HIGHLAND COMMUNITY COLLEGE

District #519

AGENDA

Board of Trustees Meeting
January 23, 2019 – 4:00 p.m.

Robert J. Rimington Board Room (H-228)
Highland Community College Student/Conference Center
Freeport, Illinois

- I. Call to Order/Roll Call
- II. Approval of Agenda
- III. Approval of Minutes: November 20, 2018 Special Meeting and Regular Meeting
December 5, 2018 Board Retreat
- IV. Public Comments
- V. Introductions
- VI. Presentation: Request from Village of Mt. Morris Regarding Lee Ogle Enterprise Zone
- VII. Budget Report
- VIII. Foundation Report
- IX. Consent Items
 - A. Academic (None)
 - B. Administration
 - 1. Board Meeting Schedule (Page 1)
 - C. Personnel
 - 1. Part-time Instructors, Overload, and Other Assignments (Page 2)
 - D. Financial (None)
- X. Main Motions
 - A. Academic
 - 1. CollegeNOW Agreements Between Highland Community College and Forreton, Freeport, Orangeville, Pearl City, and Pecatonica High School for the 2019 – 2020 (FY20) Academic Year (Page 5)
 - 2. New Program: Patient Care Technician Certificate (Page 16)
 - B. Administration
 - 1. Compensation Philosophy (Page 32)
 - 2. Authorization to Submit Updated Facilities Master Plan to the Illinois Community College Board (Page 34)
 - C. Personnel
 - 1. Seniority Lists (Page 46)
 - 2. Revised Job Descriptions (Page 54)
 - 3. Appointment: Coordinator, Upward Bound (Page 266)

D. Financial

1. Resolution to Approve a Locally Funded Capital Project: Greenhouse Adjacent to Building E (Page 267)
2. Payment of Bills and Agency Fund Report – November 2018 (Page 269)
3. Payment of Bills and Agency Fund Report – December 2018 (Page 271)

XI. Reports

- A. Treasurer's Report: Statements of Revenue, Expenditures and Changes in Fund Balance (Page 273)
- B. Student Trustee
- C. Audit and Finance Committee Co-Chairs
- D. ICCTA Representative
- E. Board Chair
- F. Administration
- G. Strategic Plan
- H. Association of Community College Trustees Annual Leadership Congress 2018

XII. Old Business

- A. Digital Signs at College Entrances
- B. Use of Remaining Bond Funds

XIII. CLOSED SESSION

- A. Appointment, Employment, Compensation, Discipline, Performance, or Dismissal of Specific Employees of the Public Body or Legal Counsel for the Public Body, Including Hearing Testimony on a Complaint Lodged Against an Employee of the Public Body or Against Legal Counsel for the Public Body to Determine its Validity
- B. Collective Negotiating Matters Between the Public Body and its Employees or Their Representatives, or Deliberations Concerning Salary Schedules for One or More Classes of Employees

XIV. ACTION, IF NECESSARY

- A. Appointment, Employment, Compensation, Discipline, Performance, or Dismissal of Specific Employees of the Public Body or Legal Counsel for the Public Body, Including Hearing Testimony on a Complaint Lodged Against an Employee of the Public Body or Against Legal Counsel for the Public Body to Determine its Validity
- B. Collective Negotiating Matters Between the Public Body and its Employees or Their Representatives, or Deliberations Concerning Salary Schedules for One or More Classes of Employees

XV. New Business

- A. Appoint Trustees to Review Closed Session Minutes

XVI. Dates of Importance

- A. Next Regular Board Meeting – February 19, 2019 at 4:00 p.m. in the Robert J. Rimington Board Room (H-228)
- B. Next Quarterly Board Retreat – March 6, 2019 at 8:30 a.m. in the Student/Conference Center room H-206 (breakfast available at 8:00 a.m.)

XVII. Adjournment

**AGENDA ITEM #IX-B-1
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE**

BOARD MEETING SCHEDULE

RECOMMENDATION OF THE PRESIDENT: It is recommended that the Board of Trustees reaffirms its regular meeting date and time as the third Tuesday of the month at 4:00 p.m., with the exception of the April 2019 meeting, which will be held on the fifth Tuesday. All regular meetings of the Board will be held in the Robert J. Rimington Board Room (Room H-228) located on the second floor of the Student/Conference Center on the Highland Community College campus in Freeport, Illinois. Following are the Board meeting dates through the organizational meeting in April 2019:

- January 23, 2019 (4th Wednesday)
- February 19, 2019
- March 19, 2019
- April 30, 2019 (5th Tuesday)

BACKGROUND: The Public Community College Act (110 ILCS 805/3-8) requires that at the organizational meeting of the board, the board "... shall fix a time and place for its regular meetings." The Act also requires that "public notice of the schedule of regular meetings for the next calendar year, as set at the organizational meeting, must be given at the beginning of that calendar year." Notice of the schedule of meetings will be sent to area media, as required by law.

BOARD ACTION: _____

**AGENDA ITEM #IX-B-1
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD**

PART-TIME INSTRUCTORS, OVERLOAD, AND OTHER ASSIGNMENTS

RECOMMENDATION OF THE PRESIDENT: That the part-time instructors, overload and other assignments be approved for the Fall of 2018.

BACKGROUND: The individuals listed have been certified by the hiring supervisor as having the required training and experience to perform duties or teach courses offered by Highland Community College. Each course is contingent upon appropriate enrollment.

BOARD ACTION: _____

Fall 2018								
FIRST	LAST	CRN	SUBJECT	COURSE TITLE	CLOCK HRS	CREDIT HRS	RATE	TOTAL SALARY
Michael	Jazo	3788	PERS037PCC	How to Trade Stocks	6		\$25.00	\$150.00
Cristina	Szterensus	3740	PERS037GCC	Spanish Movie Night				\$12.50
Cristina	Szterensus	3741	PERS037HCC	Spanish Movie Night				\$12.50
Cristina	Szterensus	3438	PERS037ECC	Spanish Movie Night				\$12.50
Cristina	Szterensus	3739	PERS037FCC	Spanish Movie Night				\$12.50
Cristina	Szterensus	3737	PERS037CCC	Spanish Movie Night				\$12.50
Cristina	Szterensus	3736	PERS037BCC	Spanish Movie Night				\$12.50
Shara	Ibalio	3801	PERS032ACC	Windows 10	3		\$26.00	\$78.00
Michael	Staver	3823	PERS036ECC	Pizza	3		\$30.00	\$90.00
Michael	Staver	3828	PERS036JCC	Italian	3		\$30.00	\$90.00
Lyle	Dirks	3928	SPTP160ACC	Prop/Liability Ins	10		\$25.00	\$250.00
Stacey	McDonald	3798	SPTP120ECC	Ceramics	24		\$25.00	\$600.00
Stacey	McDonald	3799	SPTP120FCC	Ceramics	24		\$25.00	\$600.00
Robin	Natanel	4035	PERS032VCC	Tai Chi II	6		\$50.00	\$300.00
Gordon	Dammann	3795	PERS037VCC	Medicine of the Civil W	6		\$45.00	\$270.00
Shara	Ibalio	3804	PERS032ECC	Selling on eBay	6		\$26.00	\$156.00
Amanda	Lessman	3691	NURS091BHX	Portion of BNA Clinical	20		\$30.00	\$600.00
Amanda	Lessman	3692	NURS091XBH	BNA Clinical	40		\$30.00	\$1,200.00
Cassie	Mekeel	3690	NURS091HBB	Portion of BNA		0.44	\$1,269.03	\$558.37
						2.98	\$1,395.93	\$4,159.87
Cliff	Klenke	3990	WFD048B	Solder Qualification				\$1,268.97
Cliff	Klenke	3989	WFD048A	Solder Qualification				\$1,268.97
Aaron	Sargent			One-on-One CNC Lathe Training				\$300.00
Shelly	Morgan	3687	NURS091HBX	Portion of BNA Clinical		0.71	\$1,395.93	\$991.11
Jennifer	Roser			Development/Evaluation Proficiency Exam				\$100.00
Jennifer	Roser			Dual Credit Observation				\$75.00
Paul	Rabideau			Dual Credit Observation				\$75.00
Cristina	Szterensus			Dual Credit Observation				\$75.00
Chelsea	Martinez			Dual Credit Observation				\$75.00
Jacqueline	Bennett			Careers to Consider event host				\$100.00
Kayla	Clark			Careers to Consider event presenter				\$200.00
Eric	Piper			Careers to Consider event presenter				\$200.00
Amy	Chamberlin			Careers to Consider event presenter				\$200.00
Steve	Gellings			Careers to Consider event presenter				\$200.00
Jeremy	Monigold			Careers to Consider event presenter				\$200.00
Jim	Palmer			Careers to Consider event presenter				\$200.00
Lily	Priewe			Careers to Consider event presenter				\$200.00
Aaron	Sargent			Careers to Consider event presenter				\$200.00
Kristin	Stinnett			Careers to Consider event presenter				\$200.00
Todd	Vacek			Careers to Consider event presenter				\$200.00
Robin	Natanel	4127	PERS037YCC	Beg Tai Chi				\$250.00

November 2018								
Other Assignments								
FIRST	LAST	CRN	SUBJECT	TITLE	HRS	HRS	RATE	SALARY
Other Assignments								
Joseph	Quiroz		Drawing assistant		3		12	\$ 36.00
Kenji	Grahame		Sound for Newsies					\$ 100.00
Joshua	Naujokas		Sound for Newsies					\$ 120.00
Mark	Schaer		Speaker for High School Servant Leadership meeting 10/20/18					\$ 300.00
Lindsay	Westwood		Re-designed the branding for the High School Servant Ldrship					\$ 280.00
Kyler	Hartje		Freeport High School presentation 10/		6		22.37	\$ 134.22
Abby	Merriman		Lifelong Learning instructor					\$ 140.00
Dean	Buckwalter		Worked 3 basketball games in November					\$ 75.00
Kim	Grimes		Worked 3 basketball games in November					\$ 75.00
Joseph	Masterson		Drawing assistant		3		12	\$ 36.00
Stacy	Sammul		Stage manager for Newsies					\$ 200.00
Misty	Witt		Worked 3 basketball games in November					\$ 75.00
Camelot Costumes LLC			Labor for Newsies					\$ 1,950.00
John	Hartman		Piano tuning					\$ 130.00
Joseph	Quiroz		Drawing assistant		3		12	\$ 36.00
Stacy	Sammul		Directing Miss Nelson is Missing					\$ 400.00
Kurtis	Wagner		Drawing assistant		3		12	\$ 36.00
December 2018								
FIRST	LAST	CRN	SUBJECT	COURSE TITLE	CLOCK HRS	CREDIT HRS	RATE	TOTAL SALARY
Other Assignments								
Camelot Costumes			Labor for Children's Show					\$ 500.00
Annaliesa	Caswell		Instrumentalist for Holiday concert					\$ 75.00
Ella	Caswell		Instrumentalist for Holiday concert					\$ 75.00
Hannah	Caswell		Instrumentalist for Holiday concert					\$ 75.00
Laura	Caswell		Instrumentalist for Holiday concert					\$ 75.00
Kenji	Grahame		Lights for Holiday concert					\$ 100.00
Alexander	Jansen		Lights for Holiday concert					\$ 100.00
Diane	Navickis		Business Institute instructor					\$ 891.56
Joseph	Masterson		Drawing assistant		2		12	\$ 24.00
Joseph	Quiroz		Drawing assistant		3		12	\$ 36.00
Kurtis	Wagner		Drawing assistant		2		12	\$ 24.00
John	Hartman		Instrument repair					\$ 55.00
John	Hartman		Harpsichord and piano tuning					\$ 130.00
Jeff	Slattengren		Stats for William R Bear tournament - 10 games					\$ 400.00
Harold	Mailand		International Preservation Studies Center instructor					\$ 4,800.00
Big River Bindery LLC			International Preservation Studies Center instructor					\$ 1,800.00
Camelot Costumes LLC			Labor for Madrigal dinner					\$ 500.00
Tammy	Abell		High School Servant Leadership trainer					\$ 750.00
Dean	Buckwalter		Worked 5 games 12/14/18 and 6 games 12/15/18 for tournament					\$ 275.00
Bradley	Curtis		Security guard for William R Bear tournament					\$ 520.00
Kim	Grimes		Worked 5 games 12/14/18 and 7 games 12/15/18 for tournament					\$ 300.00
Jaime	Hare		Security guard for William R Bear tournament					\$ 320.00
Eric	Langarica		Filmed 10 basektball games					\$ 250.00
Misty	Witt		Worked 5 games 12/14/18 and 7 games 12/15/18 for tournament					\$ 300.00

AGENDA ITEM #X-A-1
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD

COLLEGENOW AGREEMENTS BETWEEN HIGHLAND COMMUNITY COLLEGE
AND FORRESTON, FREEPORT, ORANGEVILLE, PEARL CITY, AND PECATONICA
HIGH SCHOOLS FOR THE 2019 – 2020 (FY20) ACADEMIC YEAR

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees approves the attached CollegeNOW agreements for the 2019 – 2020 (FY20) academic year for qualified students attending Forreston, Freeport, Orangeville, Pearl City, and Pecatonica high schools.

BACKGROUND: The CollegeNOW program at Highland Community College provides students with an opportunity to enroll in college-level courses full-time while earning dual credit toward a high school diploma and an associate's degree. The program has grown from two participating high schools in the Fall Semester of 2012 to an anticipated 10 participating high schools in the Fall Semester of 2019. The College is renewing the annual agreement with Forreston, Freeport, Orangeville, Pearl City, and Pecatonica high schools. The terms of the agreements for these schools are consistent with the agreements approved last year.

BOARD ACTION: _____

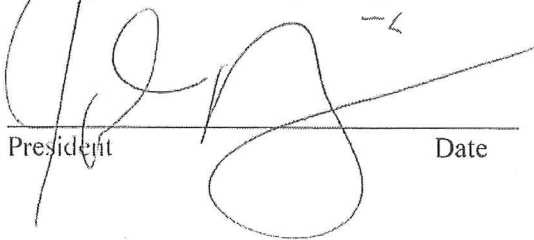
CollegeNOW
TERMS of AGREEMENT
2019 – 2020 Academic Year (FY'20)
Forreston High School and Highland Community College

General Provisions

- Students are expected to follow the Highland catalog, including academic and graduation requirements, FERPA, code of conduct and appeal procedures.
- The majority of the Associate of Arts and Associate of Science general education courses will be available between 8:00 a.m. and 2:30 p.m. Students will be required to take First Year Experience Seminar (FYES) the summer prior to fall enrollment. Students may take classes outside of the 8:00 a.m. – 2:30 p.m. Students are responsible for providing their own transportation.
- Individual advising and counseling will be available to students. An advisor will be assigned and regular advising appointments required.
- For the 2019-2020 year, the CollegeNOW students and their parent or guardian from Forreston High School will pay all charges including tuition, universal, lab and course fees for the Summer, Fall and Spring Semesters; FYES orientation class in the Summer Semester; and Freshman Seminar (a specialized course designed for Fall Semester CollegeNOW students only). Books, supplies, and transportation are also the responsibility of the student/family.
- Students will be provided a Highland GroupWise E-mail account and expected to check E-mail communications daily.
- To qualify, students must have completed sophomore year; be on track and in good standing; 3.0 minimum GPA; meet college-level entrance scores on Accuplacer, SAT exam, ACT exam, or equivalent; have parent/guardian approval; must attend orientation meeting; and recommendation by the high school.
- Students (in junior standing at Forreston High School) will be excused from class to complete the required state and college entrance exams.
- Students will abide by the Highland Community College calendar.
- Individual instructors will determine attendance policies by course.
- Following fall 2019, registration will occur within the first two weeks of the registration period.
- Students may register for online courses with the consent of the advisor.

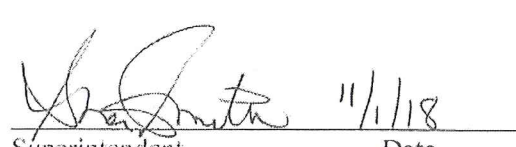
- Student records in this program will follow the FERPA law. Students must sign a release of information so that mid-term and final grades can be shared with the high school.
- The High School will provide consent for each participating student by signing the Participant Agreement allowing the student to enroll in CollegeNOW. The student will present the agreement to the College admissions office upon registration.
- Reimbursement for students who drop or withdraw would follow college policy.
- For new students, the Freshman Seminar will meet once per week and promote student development and include other topics determined by the needs of the students. Students will meet monthly with an advisor in the second semester and at least twice a semester in subsequent semesters.
- Early alert and mid-term progress will be monitored by the advisor.
- Final grades will be provided to the high school guidance counselor.

For Highland Community College



President Date

For Forrester School District



Superintendent Date

Chair Date
Board of Trustees

President Date
Board of Education

CollegeNOW
TERMS of AGREEMENT
2019 – 2020 Academic Year (FY'20)
Freeport School District #145 and Highland Community College

General Provisions

- Students are expected to follow the Highland catalog, including academic and graduation requirements, FERPA, code of conduct and appeal procedures.
- The majority of the Associate of Arts and Associate of Science general education courses will be available between 8:00 a.m. and 2:30 p.m. Students will be required to take First Year Experience Seminar (FYES) the summer prior to fall enrollment. Students may take classes outside of the 8:00 a.m. – 2:30 p.m. but must provide their own transportation. Students are responsible for providing their own transportation to the FYES course.
- Individual advising and counseling will be available to students. An advisor will be assigned and regular advising appointments required.
- For the 2019-2020 year, the CollegeNOW cost of \$5,700 includes tuition, universal, lab and course fees for the Fall and Spring semesters only; FYES orientation class in the Summer semester; and Freshman Seminar (a specialized course designed for Fall semester CollegeNOW students only). Students may enroll in a full load of general education and elective credit hours (approximately 18) applying to AA and AS degrees under CollegeNOW each fall and spring semester. Books, supplies, and transportation not included.
- Students will be provided a Highland GroupWise E-mail account and expected to check E-mail communications daily.
- To qualify, students must have completed sophomore year; be on track and in good standing; 3.0 minimum GPA; meet college-level entrance scores on Accuplacer, SAT exam, ACT exam, or equivalent; have parent/guardian approval; must attend orientation meeting; and recommendation by the high school.
- Students (in junior standing at Freeport High School) will be excused from class to complete the required state and college entrance exams.
- Students will abide by the Highland Community College calendar.
- Individual instructors will determine attendance policies by course.
- Following fall 2019, registration will occur within the first two weeks of the registration period.

CollegeNOW
TERMS of AGREEMENT
2019 – 2020 Academic Year (FY'20)
Orangeville High School and Highland Community College

General Provisions

- Students are expected to follow the Highland catalog, including academic and graduation requirements, FERPA, code of conduct and appeal procedures.
- The majority of the Associate of Arts and Associate of Science general education courses will be available between 8:00 a.m. and 2:30 p.m. Students will be required to take First Year Experience Seminar (FYES) the summer prior to fall enrollment. Students may take classes outside of the 8:00 a.m. – 2:30 p.m. but must provide their own transportation. Students are responsible for providing their own transportation to the FYES course.
- Individual advising and counseling will be available to students. An advisor will be assigned and regular advising appointments required.
- For the 2019-2020 year, the CollegeNOW students and their parent or guardian from Orangeville High School will pay all charges including tuition, universal, lab and course fees for the Summer, Fall and Spring Semesters; FYES orientation class in the Summer Semester; and Freshman Seminar (a specialized course designed for Fall Semester CollegeNOW students only). Books, supplies, and transportation are also the responsibility of the student/family.
- Students will be provided a Highland GroupWise E-mail account and expected to check E-mail communications daily.
- To qualify, students must have completed sophomore year; be on track and in good standing; 3.0 minimum GPA; meet college-level entrance scores on Accuplcer, SAT exam, ACT exam, or equivalent; have parent/guardian approval; must attend orientation meeting; and recommendation by the high school.
- Students (in junior standing at Orangeville High School) will be excused from class to complete the required state and college entrance exams.
- Students will abide by the Highland Community College calendar.
- Individual instructors will determine attendance policies by course.
- Following fall 2019, registration will occur within the first two weeks of the registration period.
- Students may register for online courses with the consent of the advisor.

- Student records in this program will follow the FERPA law. Students must sign a release of information so that mid-term and final grades can be shared with the high school.
- The High School will provide consent for each participating student by signing the Participant Agreement allowing the student to enroll in CollegeNOW. The student will present the agreement to the College Admissions office upon registration.
- Reimbursement for students who drop or withdraw will follow college policy.
- The Freshman Seminar will meet once per week and cover student development and other topics determined by the needs of the students. Students will meet monthly with an advisor in the second semester and at least twice a semester in subsequent semesters.
- Early alert and mid-term progress will be monitored by the advisor.
- Final grades will be provided to the high school guidance counselor.

For Highland Community College

For Orangeville School District

President Date

D. Douglas Decker 11/5/18
Superintendent Date

Chair Date
Board of Trustees

Amy Baker 11/12/18
President Date
Board of Education

CollegeNOW
TERMS of AGREEMENT
2019 – 2020 Academic Year (FY'20)
Pearl City High School and Highland Community College

General Provisions

- Students are expected to follow the Highland catalog, including academic and graduation requirements, FERPA, code of conduct and appeal procedures.
- The majority of the Associate of Arts and Associate of Science general education courses will be available between 8:00 a.m. and 2:30 p.m. Students will be required to take First Year Experience Seminar (FYES) the summer prior to fall enrollment. Students may take classes outside of 8:00 a.m. – 2:30 p.m. Students are responsible for providing their own transportation.
- Individual advising and counseling will be available to students. An advisor will be assigned and regular advising appointments required.
- For the 2019-2020 year, the CollegeNOW student and his/her parent or guardian from Pearl City High School will pay all charges including tuition, universal, lab and course fees for the Summer, Fall and Spring Semesters; FYES orientation class in the Summer Semester; and Freshman Seminar (a specialized course designed for Fall Semester CollegeNOW students only). Books, supplies, and transportation are also the responsibility of the student/family.
- Students will be provided a Highland GroupWise E-mail account and expected to check E-mail communications daily.
- To qualify, students must have completed sophomore year; be on track and in good standing; 3.0 minimum GPA; meet college-level entrance scores on Accuplacer, SAT exam, ACT exam, or equivalent; have parent/guardian approval; must attend orientation meeting; and recommendation by the high school.
- Students (in junior standing at Pearl City High School) will be excused from class to complete required state and college entrance exams.
- Students will abide by the Highland Community College calendar.
- Individual instructors will determine attendance policies by course.
- Following fall 2019, registration will occur within the first two weeks of the registration period.
- Students may register for online courses with the consent of the advisor.

- Student records in this program will follow the FERPA law. Students must sign a release of information so that mid-term and final grades can be shared with the high school.
- The High School will provide consent for each participating student by signing the Participant Agreement allowing the student to enroll in CollegeNOW. The student will present the agreement to the College Admissions office upon registration.
- Reimbursement for students who drop or withdraw will follow college policy.
- The Freshman Seminar will meet once per week and cover student development and other topics determined by the needs of the students. Students will meet monthly with an advisor in the second semester and at least twice a semester in subsequent semesters.
- Early alert and mid-term progress will be monitored by the advisor.
- Final grades will be provided to the high school guidance counselor.

For Highland Community College

For Pearl City School District

 President Date

[Signature] 11/14/18

 Superintendent Date

 Chair Date
 Board of Trustees

[Signature] 11-14-18

 President Date
 Board of Education

CollegeNOW
TERMS of AGREEMENT
2019 – 2020 Academic Year (FY'20)
Pecatonica School District #321 and Highland Community College

General Provisions

- Students are expected to follow the Highland catalog, including academic and graduation requirements, FERPA, code of conduct and appeal procedures.
- The majority of the Associate of Arts and Associate of Science general education courses will be available between 8:00 a.m. and 2:30 p.m. Students will be required to take First Year Experience Seminar (FYES) the summer prior to fall enrollment. Students may take classes outside of 8:00 a.m. – 2:30 p.m. but must provide their own transportation. Students are responsible for providing their own transportation to the FYES course.
- Individual advising and counseling will be available to students. An advisor will be assigned and regular advising appointments required.
- For the 2019-2020 year, the CollegeNOW cost of \$5,700 includes tuition, universal, lab and course fees for the Fall and Spring semesters only; FYES orientation class in the Summer semester; and Freshman Seminar (a specialized course designed for Fall semester CollegeNOW students only). Students may enroll in a full load of general education and elective credit hours (approximately 18) applying to AA and AS degrees under CollegeNOW each fall and spring semester. Books, supplies, and transportation not included.
- Students will be provided a Highland GroupWise E-mail account and expected to check E-mail communications daily.
- To qualify, students must have completed sophomore year; be on track and in good standing; successfully completed Geometry and Algebra II; 3.0 minimum GPA; meet college-level entrance scores on COMPASS, ACT exam, or equivalent; have parent/guardian approval; must attend orientation meeting; and recommendation by the high school.
- Students (in junior standing at Pecatonica High School) will be excused from class to complete the required state and college entrance exams.
- Students will abide by the Highland Community College calendar.
- Individual instructors will determine attendance policies by course.
- Following fall 2019, registration will occur within the first two weeks of the registration period.

AGENDA ITEM #X-A-2
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD

NEW PROGRAM
PATIENT CARE TECHNICIAN CERTIFICATE

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees approves the new Patient Care Technician Certificate program.

BACKGROUND: The purpose of this program is to direct community resources towards entry level health care employment opportunities. This provides a valuable resource for both students seeking entry level employment and those students seeking a stepping stone toward additional health care careers.

The Division of Nursing and Allied Health has made a commitment to the college to provide stepping stone pathways toward degree completion. The Phlebotomy courses and the Basic Nursing Assistant courses have been offered regularly at Highland for a number of years with great success. By joining the four courses proposed into a certificate, the students would be able to utilize individual courses to create a certificate, sit for a certification exam, and be employable upon completion.

If approved by the Highland Board of Trustees, the program will be submitted to ICCB for approval.

BOARD ACTION: _____

Form 20
(September 2013)

Illinois Community College Board

Application for Permanent Approval Career & Technical Education Curriculum

Submit TWO Complete Copies

COLLEGE NAME:	Highland Community College	5-DIGIT COLLEGE NUMBER:	51901
CONTACT PERSON:	Jennifer Grobe	PHONE:	815.599.3688
EMAIL:	Jennifer.grobe@highland.edu	FAX:	815.599.3537

CURRICULUM INFORMATION

AAS TITLE:		CREDIT HOURS:		CIP CODE:	
AAS TITLE:		CREDIT HOURS:		CIP CODE:	
CERTIFICATE TITLE:	Patient Care Technician	CREDIT HOURS:	16	CIP CODE:	
CERTIFICATE TITLE:		CREDIT HOURS:		CIP CODE:	
CERTIFICATE TITLE:		CREDIT HOURS:		CIP CODE:	
CERTIFICATE TITLE:		CREDIT HOURS:		CIP CODE:	

PROPOSED CLASSIFICATION:	District	<input checked="" type="checkbox"/> XX	Regional	<input type="checkbox"/>	Statewide	<input type="checkbox"/>
PROPOSED IMPLEMENTATION DATE:	August 19, 2019					

SUBMISSION INCLUDES:	
x	Part A: Feasibility, Curriculum Quality and Cost Analysis
x	Part B: Supportive Documentation and Data

<i>This curriculum was approved by the college Board of Trustees on:</i>	Date:	
State approval is hereby requested:		
<i>Required- Chief Administrative Officer Signature</i>		<i>Date</i>

ICCB USE ONLY:			
ICCB APPROVAL DATE:	AAS:	7-29 cr. hrs Cert:	30+ Cert:
IBHE APPROVAL DATE for AAS:			

Cover Page must remain in this format, "ICCB USE ONLY" box must remain at the bottom of this page.

**APPLICATION FOR PERMANENT APPROVAL
CAREER & TECHNICAL EDUCATION CURRICULUM**

INSTRUCTIONS

Community Colleges are required to submit requests to offer new degrees and certificate programs to the ICCB for review and approval. The curriculum approval application includes two parts:

Part A: Feasibility, Curriculum Quality and Cost Analysis. This part of the application is designed to:

- 1) verify that the program is feasible from a labor market standpoint and solicits convincing evidence of labor market need,
- 2) demonstrate the college has developed quality curricula that aligns with federal, state and local requirements, is responsive to local workforce needs, and will prepare graduates with the appropriate level of skill to meet their educational goals, and
- 3) verify the college has the fiscal resources in place or budgeted for to support the program in a cost-effective manner.

Part B: Supportive Documentation and Data. This part of the application is designed to document the program-to-occupational demand connection, the college's projected enrollments, proposed curricular structure, faculty requirements, and fiscal support.

Approval of Related AAS Degree and Certificate Curricula. When applying for approval of closely related AAS degree and Certificate programs, the college should submit a **single** application that reflects all programs. (For example, a Hospitality Management AAS and a related Hospitality Certificate would use a single application.) In the application, ensure that information is tailored as needed to each curriculum, as the rationale and supporting information may vary for each program.

Application Submission. Submit **two (2)** complete copies of the application.

Application Timeline. Requests are reviewed on an ongoing basis. Clarification and/or additional information may be requested by ICCB staff if the application is unclear or incomplete. All requests must be reviewed, recommended and approved by ICCB. The Board considers new program requests at each meeting. The ICCB meeting schedule is posted on the [ICCB Board Meeting calendar](#).

Timeline Note: Assuming a complete and quality program approval application packet, the ICCB cannot guarantee board approval for programs by the fall semester for applications submitted after March 31st of each year. The ICCB cannot guarantee board approval for programs by the spring semester for applications submitted after October 31th of each year.

For More Information. Community colleges are encouraged to contact ICCB staff with questions on the application process. Pertinent information is also contained in the [Administrative Rules of the Illinois Community College Board](#).

OCCUPATIONAL CURRICULUM APPROVAL APPLICATION
PART A: Feasibility, Curriculum Quality and Cost Analysis

FEASIBILITY

1. Labor Market Need. Verify that the program is feasible from a labor market standpoint and demonstrate convincing evidence of labor market need.

a. Program purpose: Briefly describe the purpose of the program. (i.e. "...to provide entry-level employment training or support the pursuance of advancement opportunities".) If more than one program is included in the application, delineate the purpose for each program.

The purpose of the program is to direct community resources toward entry level health care employment opportunities. The Patient Care Technician is an employee who is not only trained as a certified nurse's aid, but also has phlebotomy skills and the ability to perform and assist with EKGs. This provides a valuable resource for both students seeking entry level employment and those students seeking a stepping stone toward additional health care careers.

b. Target population. Describe the target audience for the proposed program. Indicate whether this program is intended for individuals seeking entry-level employment, for advancement or cross-training opportunities for existing employees, or for those looking to increase their skill set through specialized education and training.

The target audience is high school students seeking a career in one semester post-graduation, adults seeking entry-level job training or re-training. The program is also a potential significant training program for existing CNAs who want to transition into a higher level of care. Currently, the college works with local health care systems to train existing staff on two or more of these courses. The Certificate would package the courses into a program that allows for confirmation of skills through a state or national exam.

c. Related occupations. Describe the types of jobs for which the program(s) will train graduates (i.e. specific occupational titles and/or multiple jobs within a Career Cluster/Pathway(s) and specify cluster). See CTE Career Clusters or Illinois Programs of Study for more information on Career Clusters and Programs of Study in Illinois. Complete the **Occupational Chart** (Part B).

This program trains graduates in the CTE Health Science Career Cluster and has elements of other Common Career Technical Core competencies in Biotechnology Research & Development Career Pathway (HL-BRD), Diagnostics Career Pathway (HL-DIA), Health Informatics Career Pathway (HL-HI), Support Services Career Pathway (HL-SUP), and Therapeutic Services Career Pathway (HL-THR). Students will learn the basics in patient care, therapeutic communication and patient advocacy, confidentiality, and cellular function.

d. Supply-Demand Information. Append in Part B labor market information from current sources (i.e., the Illinois Department of Employment Security) which represent projected demand/job openings versus existing supply/completers in related programs in *your district and/or neighboring districts as appropriate*. For comparison purposes you may want to include statewide data and/or regional data. Regional proposals should include data reflective of all districts to be served. Complete the **Enrollment Chart** (Part B).

There are a large number of entry level jobs in the area for basic nurse assistants (CNA). Upon hire, the facilities have been training their new employees to complete the skills of phlebotomy and EKGs. This takes students away from the work environment and costs the institutions a great deal of time and money. By creating a certificate, the college is providing a valuable service to the community. We provide a certificate that allows the student to gain access to financial aid and come in to a certificate program with little to no preparation. The only requirement for the certificate would be a reading score equal to an 8th grade level (currently required for BNA). The target would be high school

students who are not seeking a degree, but a job right out of high school. The second target would be those adults seeking a job change. The certificate courses transfer into Nursing (ADN), Medical Assistant (MA), and Health Science. The courses also have the potential for work force development funding and other developmental funding. The second reason for the course offering is the professional development of health care workers in our area. Students who are currently earning these skills through their work experience can now be eligible for a certificate. The students can enter a job with three skills where they previously entered with only one. This also will save time and money for our health care partners in the region.

Industries with the highest levels of employment in this occupation:

Industry	Employment (1)	Percent of industry employment	Hourly mean wage	Annual mean wage (2)
<u>Nursing Care Facilities (Skilled Nursing Facilities)</u>	594,460	36.66	\$13.20	\$27,470
<u>General Medical and Surgical Hospitals</u>	365,360	6.64	\$14.73	\$30,640
<u>Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly</u>	164,580	18.03	\$12.84	\$26,700
<u>Home Health Care Services</u>	78,940	5.65	\$13.08	\$27,210
<u>Employment Services</u>	39,300	1.09	\$13.88	\$28,870

While the Nurse's Aid is in high demand, adding skills to the role of the CNA continues to add demand and pay increases. A quick search on indeed.com showed 2,153 full time openings and 955 part-time openings. 101 full-time jobs are available for EKG technicians, and 217 openings for phlebotomists were available, regionally. Most often employed by acute care settings in the Emergency Department or outpatient clinic, these highly skilled individuals are also found in long-term care facilities.

According to the IDES website, state and local/district data show the increased need for nursing assistants and health care aids at 69%. A local growth prediction of 53 (13 growth/40 replacement) and a short term growth of 330 hires warrants additional seats in educational programs. Locally, the need for nursing assistants, phlebotomists, and electrocardiography techs can be seen with the growth and expansion of senior living facilities and health care facilities such as Winn Prairie, the Parkview expansion, the Liberty Village expansion, Physician's Immediate Care, and the Monroe Clinic expansion. Not only do we need to produce a workforce for Illinois, but many of our students are drawn out of state to Wisconsin for work. Keeping up with the demands of the work force in the region requires a competitive edge and a renewed interest in growing health care careers. Students can be challenged by the combination of courses to improve their health care training and increase their marketability.

e. Alternate Documentation. If labor market data is not applicable (such as with some new and emerging occupations), or not available (such as for your district) provide alternate documentation of program need. This might include survey data, local classified /online advertisements for related occupations, or job outlook information from reputable sources. Append to Part B of this application. See ICCB's "Labor Market

Analysis: Ten Easy Steps to Conduct a Basic Analysis for Program Approval” for more information. Appendix B - Labor Market Need Analysis: Ten Easy Steps to Conduct a Basic Analysis for Program Approval

f. Planning and Collaboration. Describe how the proposed curriculum fits into the colleges overall plans and goals to meet career and technical education/workforce preparation needs within the district/region.

1) Educational & Workforce Partnerships. Address how the program meets priority needs, and describe steps taken to plan and deliver the curriculum in collaboration with others, such as the Program Advisory Committee, Secondary institutions, Baccalaureate Institutions, Local Workforce Boards, Labor Councils and other appropriate partners.

The Division of Nursing and Allied Health has made a commitment to the college to provide stepping stone pathways toward degree completion. The Phlebotomy courses and the Basic Nursing Assistant courses have been offered regularly at Highland for a number of years with great success. The classes are full and the students are successful upon completion. By joining the four courses proposed into a certificate, the students would be able to utilize individual courses to create a certificate, sit for a certification exam, and be employable upon completion. This satisfies a large need in the community for health care workers, but also provides a continuous flow of students into the Medical Assistant and Nursing programs once students are ready to move toward an Associate Degree. Advisory committees for both Nursing and Medical Assistants stress the need for more entry-level candidates with an opportunity to grow internally. This program also allows for viable employment when returning to school for degree completion at a later date.

2) Employer Input. Append employer advisory committee meeting minutes and other pertinent documents to reflect the private sector input obtained in the development of the proposed curriculum.

g. Related Offerings: Describe what similar programs are being offered by your institution and other training providers within your district. Include information on neighboring districts or border state providers as appropriate.

The community colleges and regional education programs offer courses such as Basic Nursing Assistant, Phlebotomy, Practical Nursing, Medical Assistant, Emergency Medical Technician, and Associate Degree Nursing. A community college in the region also offers an EKG class, however it is an E-Learning course. No area college offers the degree programs in a package in the way we are proposing. The need in the region is great for health care workers, the neighboring districts are providing some services, however a shortage continues to exist in health care. The program offered at Highland Community College would serve to package 4 classes into one program allowing students to leave the college, take a certification exam, and go to work in an easy, streamlined process.

h. Regional Programs: If the college is seeking "regional" designation for the proposed program, define the "region" to be served, describe how the college will ensure the region is adequately served by the program, (i.e. via distance learning, online education or campus branches) and include separate letters from each of the colleges within the defined region indicating their support for the proposed program at your college.

The courses will be offered face-to-face, or hybrid style. The region served will be the district of Highland Community College as it stands.

2. Need Summary. Provide a brief summary of your findings which support the need to develop and offer the proposed program(s) within your district. Include any additional information not already reported that illustrates demand for the program(s).

CURRICULUM QUALITY

1. Curriculum Information. Demonstrate the college has developed quality curricula that aligns with federal, state and local requirements, is responsive to local workforce needs, and will prepare graduates with the appropriate level of skill to meet their educational and employment goals.

a. Program purpose: Describe the goal for individuals completing this program(s) in terms of gaining employment and continuing their education. If submitting a degree and certificate together, delineate the level of education, skill and employment for each.

Upon completion of the Patient Care Technician/Assistant Program, students will be able to:

- Provide safe, basic patient care in the role of the nursing assistant
- Accommodate the special needs of patients considering cultural, spiritual, and individual patient needs
- Obtain EKG readings and monitor vital signs
- Perform phlebotomy procedures
- Communicate effectively to a health care team

1) Catalog description. Provide a description of the program(s) as it will appear in the college's catalog.

Patient Care Technicians function as a member of the health care team. Their comprehensive knowledge of electrocardiography, phlebotomy, and basic nursing assistant skills develop a well-rounded patient care provider in multiple health care settings such as immediate care facilities, emergency departments, hospitals, clinics, and out-patient centers. Students will not only learn the skills necessary to function as a patient care technician, they will be eligible to sit for the Illinois Department of Public Health Nurse Aide Training certificate and the American Medical Technologists – Registered Phlebotomy Technician certification.

2) Curriculum. Complete the Curriculum Chart (Part B) indicating the general education, career and technical education, work-based learning and elective requirements and options to complete the program. Include a Curriculum Chart for each program.

Patient Care Technician (PCT) (427)

Certificate		16 Credits
Required Courses		
NURS 091	Basic Nursing Assistant	8
NURS 110	Principles of Electrocardiography	2
NURS 107	Intro to Phlebotomy	2
NURS 108	Phlebotomy Techniques	4

b. Educational alignment: Describe how the proposed program(s) illustrate a Program of Study. See ICCB's Programs of Study website for more information: [Illinois Programs of Study](#).

1) Academic/Curricular Alignment. Describe the alignment of content between secondary and postsecondary coursework and curricula. Include opportunities for dual credit or articulated credit in both academic and career/technical areas between high school and community college. How will the college ensure a smooth transition for students entering the program, whether from high school, adult education, or other workforce training pipelines?

As a CTE program, the Patient Care Technician program seeks to build on the knowledge, skills, and abilities of the high school curriculum to encourage an extension of Biology, Mathematics, English, and Chemistry. Basic skills learned in the secondary environment will translate to the objectives within the program, such as written and oral communication with the patient and the health care team, A&P of the human body in relation to blood products, body systems, and hygiene, and nutrition and calculation of appropriate meals for patients. Students in dual credit-eligible high schools may also take the NURS 091 Basic Nursing Assistant course as a dual credit opportunity. The connection to the post-secondary environment seeks to encourage and engage a student in a higher level of communication, increased knowledge of body systems and patient care, and a higher understanding of the health care population.

Transition from any previous course work (secondary or post-secondary) and previous job experience will be completed through an extensive orientation process. Students will be guided through the expectations of the health care setting and challenged to undergo rigorous professionalism exercises to encourage a smooth transition from pre-health to health care. Courses are also repeatable to allow for changes in the health care sector to be noted in the classes as State and Federal regulations change.

2) Relationship to existing curricula at the college: Indicate how this program(s) may provide educational laddering opportunities between short- and long-term certificates and degree curricula.

Students taking the courses within the Patient Care Technician Program are able to transfer their knowledge into Medical Assistant (AAS), Nursing (AAS), or Emergency Medical Services/Paramedic (AAS). Skills for CNA are required for entry into nursing. Phlebotomy is a required course in the Medical Assistant Sequence. All program courses are considered elective or required courses for the other programs within the Division of Nursing and Allied Health at Highland Community College.

3) Articulation. Specify how the program is structured or articulated to provide educational opportunities for students beyond community college (i.e. baccalaureate capstone programs). If applicable, include information on the specific programs and baccalaureate institutions with which the college has been working towards articulation.

The Certificate Program is designed to ladder to the Associate Degrees offered at Highland Community College or serve as a stand-alone certificate for entry-level health care careers. Because the courses feed into several options for Nursing and Allied Health and our AAS degrees are articulated to multiple baccalaureate programs, a seamless transition to a BS at multiple locations.

4) Academic & Technical Skill Requirements. Describe how the college ensures that the proposed curricula will provide needed education and skills for the occupation and will meet program objectives by addressing the following:

(a) Academic Entry Skills: Describe the reading, writing, math and/or science knowledge/skill requirements for students to enter and be successful in the proposed program. How will the college ensure appropriate remediation for students (e.g. through Academic Support Services or CTE/DevEd Bridge Instruction).

Placement into Reading 083 or higher.

(b) General Education: Describe how the general education requirements support the technical skill requirements of the CTE program. Do each of the courses in Math, Communication, Science, etc. support the level of technical skill required to complete the program and obtain employment?

This proposed program requires the students to test upon acceptance to HCC at a proficiency level. No additional testing is required. The students are then required to read, write, and compute at the level of proficiency stated at "college ready".

(c) Technical Skills: Describe what industry skill standards have been set for related occupations and what professional credentialing (licensure, certification, registration, etc...) is required or optional to students, when and through what agency/entity? Is it optional or required (i.e., is licensure or certification required or optional for job entry?) What steps has the college completed to ensure that students will learn the skills required to obtain the necessary licensure or certification?

American Medical Technologists and the National Health Career Association recognize industry standards for Phlebotomy and EKG. Certifications for both of these professions are accomplished by an exam. Basic Nursing Assistant is credentialed by IDPH. Students are required to hold a certification as a CNA for hire, however the credentials for Phlebotomy and EKG are at the discretion of the employer. Regardless, the program has been designed to assist the student in preparing for the exams after course completion.

5) Career Development. Describe how career information, resume building and job search activities are incorporated into the curriculum.

Students are encouraged through orientation and the final project to identify professionalism and job readiness. Career information, resume building, and job search is assisted by the Career Center on campus and is available to any student at any time.

6) Course Syllabi. Append in Part B the appropriate ICCB course forms and course syllabi or new courses or any existing courses that are being modified significantly for the proposed curricula.

c. Work-Based Learning. Describe how work-based learning will be incorporated into the curricula. Append to Part B a list of work-based learning sites to be used for internship, career exploration, job shadowing, clinical practicum, or apprenticeship coursework.

Clinical is mandatory throughout the program and is completed at health care facilities in the region. Simulation and lab experiences also encourage work-based learning in all courses within the program.

d. Accreditation for Programs. Describe what external approval or accreditation is required and/or optional for this program, when and through what agency/entity it is available. (i.e., is program

approval/accreditation by a regulatory agency or industry-related entity required prior to enrolling students or graduates earning their licensure/certification? What steps has the college completed to obtain that approval/accreditation?)

Illinois Department of Public Health approves and regulates the basic nursing assistant program. This professional body also provides testing for certification.

e. Assessment of Student Learning: Describe how the college plans to ensure students will meet the objectives for this program through evaluation of knowledge and skills at both the course and program-level.

- 1) **Student Learning Objectives.** Describe or list the broad program-level learning objectives/outcomes that each student is expected to have mastered upon completion of each program related to:
 - the general education component of the curriculum, and
 - the career and technical education component of the curriculum.

Upon completion of the Patient Care Technician/Assistant Program, students will be able to:

- Provide safe, basic patient care in the role of the nursing assistant
- Accommodate the special needs of patients considering cultural, spiritual, and individual patient needs
- Obtain EKG readings and monitor vital signs
- Perform phlebotomy procedures
- Communicate effectively to a health care team

- 2) **Assessment of Student Learning Objectives.** Describe the overall course-level assessment method(s) to be used, and the end-of-program assessment method(s) the college will use to ensure that students demonstrate these learning objectives just prior to program completion. (i.e., assessment through portfolio review, cumulative course completion, team project, comprehensive written/performance test, or industry/state pre-certification/licensure examination).

The course will be assessed using exams, discussions, rubric-based projects, lab skills with competency check lists, and clinical evaluations.

f. Continuous Quality Improvement.

- 1) Describe how the college will utilize continuous quality improvement to ensure the curricula remains rigorous and relevant.

This course will be taught by nursing and allied health professionals employed full-time at the college as well as nursing and allied health professionals employed part-time at the college and employed in another health care setting. This allows the department to constantly stay abreast of changes in best-practices throughout the region. Our faculty attend regional and national conferences, complete continuing education, and have access to updates in the specific courses they teach.

- 2) Describe how the college will use Assessment of Student Learning information/data to improve the curricula.

The college has a specific and intentional assessment plan that specifically identifies and addresses course and program assessment. First, faculty design the course and program outcomes necessary for student success. Next, the outcomes are documented on the assessment form due at the 10th day of each semester. The outcomes and assessment criteria are reviewed by the faculty, curriculum committee, and the dean of the content area. Next, the faculty carry out the assessment and document the results on the assessment form. The dean once again reviews the data (due one week after the final exam). Finally, a team of assessment mentors review the plans, assessments, and outcomes for consistency, accuracy, and learning opportunities. The assessment mentors communicate suggestions back to the faculty member and the dean and store all comments in the shared drive for reflection in the next semester. Students are made aware of required outcomes and assessments through the syllabus.

- 3) Include a list of educational, business and community partners that participate in the improvement process.

FHN Memorial Hospital, SSM/Monroe Clinic, Swedish American Health System, Mercy Health/RMH, OSF St. Anthony Medical Center, CGH Medical Center, KSB Hospital, Stephenson County Health Department, Jo-Carroll CTE Academy, HOYA/Career Tech – Freeport School District, U of I Extension Office, Adult Education, and the Regional Office of Education.

- 2. Unique or noteworthy features of the program.** Describe how the proposed program(s) stands apart from other programs similar in nature. Include Information on instructional delivery method(s). (i.e., classroom only, online only, hybrid, distance learning).

This program offers a hybrid approach to learning where students get hands-on experience, classroom experience, and online learning. Students are able to take the courses in 8 weeks and 16 weeks, allowing for flexibility in their schedules. Students are also able to take one class at a time or all together, allowing for flexibility and employability.

- 3. Faculty Requirements.** Describe the number of other faculty, existing and new, that will be required to implement and support the program.

- a) **Faculty Qualifications.** Complete the **Faculty Qualifications Chart** (Part B). Include general minimum qualifications and those credentials that are specific to instructors in the proposed field of study (i.e. Cosmetology Instructor Certification to teach Cosmetology).
- b) **Faculty Needs.** Complete the **Faculty Needs Chart** (Part B) to specify the number of full- and part-time faculty the program will need for each of the first three years, including new and existing faculty.

- 4. Academic Control.** Describe how the college will maintain academic control over the program, including student admissions, faculty, and program content and quality.

- a) **Internal Oversight.** Indicate what department and staff at the institution are responsible for maintaining the academic integrity of the program.

The Division of Nursing and Allied Health will maintain academic integrity of the program. The courses are already taught by full- and part-time faculty in this division and the Dean is responsible for the admission and supervision of these students. The courses are annually reviewed by a faculty curriculum committee and the overall course structure is monitored by the College Curriculum and Instruction Committee.

- b.) Contractual/Cooperative Agreements.** Append to Part B a copy of the contractual or cooperative agreement to the application if another entity is involved in the delivery of the program. This includes any partnership agreement with another college, university, the regional consortia, an apprenticeship or labor organization, a private institution, business, or other outside entity.

COST ANALYSIS

Verify the college has the fiscal resources in place or budgeted to support the program in a cost-effective manner. Document the financial feasibility of the proposed program.

- 1. Source of Funds.** Specify the source of funds the college will use to support the proposed program and note what portion of funds will come from reallocation of existing resources as compared to new resources. Indicate how this program(s) will share resources (i.e. faculty, facilities, etc...) with existing programs. Include grant resources and amounts (i.e. Postsecondary Perkins, \$5,000 for program development; or USDOL Grant, \$10,000 for equipment).

The funding for the courses is already in place. The program is a compilation of the existing courses, therefore no new funding is necessary. Faculty in the Nursing and Allied Health Division will teach the courses and revenue will be generated from student fees, tuition, and other registration funds.

- 2. Equipment.** If necessary, append to Part B of the application a list of new (new to the institution or program) equipment to be purchased, shared, or leased to implement the curriculum. Include donations of equipment.
- 3. Facilities.** Verify the college has adequate facilities (i.e. classroom or laboratory space) to implement and support the program. Include plans for utilizing facilities through partners (i.e. local businesses, labor councils, community organizations, etc...) to deliver the program accordingly. Also describe any new costs associated with renovation or development of facilities.

The courses are already being taught at HCC. No new space will be necessary. Clinical sites are also secured and available to the students at a variety of institutions.

- 4. Finance.** Complete the **Finance Chart** (Part B) to identify new direct costs to establish the program over the next three years.

OCCUPATIONAL CURRICULUM APPROVAL APPLICATION PART B: Supportive Documentation and Data

This part of the application is designed to document the program-to-occupational demand connection, the college's projected enrollment, proposed curricular structure, faculty requirements, and fiscal support.

OCCUPATIONAL DEMAND

OO

- 1. a) Labor Market Data.** *Append* any occupational or industry projections data that supports the need for the proposed program(s).

1. b) Occupational Chart. List occupational titles related to the proposed program(s) and corresponding employment projections and completer data.

Soc Job Titles & Codes * (and other Job titles if alternate date also submitted	Annual District Openings*	Employment Projections: Annual Program Completers ** (indicate from which surrounding districts)
31-9099	508	12
31-1014	7341	14
31-9097	694	0

* SOC (Standard Occupational Classification) Job titles/codes & AAJO (Average Annual Job Openings) by Community College district can be found through the IDES Illinois Dept. of Employment Security website.

** Program completer data can be used from the most current ICCB Data and Characteristics Report or completer data provided by the college.

1. c) Enrollment Chart. Provide an estimate of enrollments and completions over the first three years of the program. Include separate figures for each program (i.e. separate estimates for each degree and/or certificate included in this application).

	First Year	Second Year	Third Year
Full-Time Enrollments:	10	10	15
Part-Time Enrollments:	15	15	20
Completions:	20	20	25

CURRICULUM STRUCTURE

2. a) Curriculum Chart. List general education, career and technical education, work-based learning, and elective courses within the proposed program. Asterisk "*" courses with pre-requisites; *italicize* transferrable courses. **BOLD** new courses.

Patient Care Technician					
Program Title:	Course Prefix/#	Course Title	Credit Hours	Lecture Hours (include contact hrs <u>new</u> courses only)	Lab Hours (include contact hrs <u>new</u> courses only)
General Education Courses (<i>required</i> coursework). Specify Courses.					

Total					
Career and Technical Education (CTE) Courses (required coursework)	NURS 107	Intro to Phlebotomy	2	2	0
	NURS 108	Phlebotomy Techniques	4	2	4
	NURS 091	Basic Nursing Assistant	8	6	4
	NURS 110	Principles of Electrocardiography	2	2	0
Total			16		
Work-Based Learning Courses (internship, practicum, apprenticeship, etc.)					
Total					
CTE Electives					
Total					
TOTAL CREDIT HOURS REQUIRED FOR COMPLETION				16	

2. b) **Curriculum Sequence.** Provide a copy of the term-by-term sequence of courses required to complete the program as it will appear in the college's catalog.

NURS 107	Intro to Phlebotomy	2
NURS 108	Phlebotomy Techniques	4
NURS 091	Basic Nursing Assistant	8
NURS 110	Principles of Electrocardiography	2

2. c) **Contractual/Cooperative Agreements.** Append to Part B a copy of the contractual or cooperative agreement if another entity is involved in the delivery of the program. This includes any partnership agreement with another college, university, the regional consortia, an apprenticeship or labor organization, a private institution, business, or other outside entity.

FACULTY REQUIREMENTS

3. a) **Faculty Qualifications.** Cite the minimum qualifications for new and existing faculty.

Degree	Field	Credential	Years of Related Occupational Experience	Years of Teaching Experience
BSN	Nursing	BSN with IDPH Course	2	2

3. b) **Faculty Needs.** Cite the number of faculty, including new and existing faculty that the program will need for each of the first three years noting if they will serve as full-time faculty or part-time.

	First Year		Second Year		Third Year	
	Full-Time	Part-time	Full-Time	Part-time	Full-Time	Part-time
# of New Faculty	0	1	0	1	0	2
# of Existing Faculty	2	0	2	0	2	0

FISCAL SUPPORT

4. a) **Equipment.** If necessary, append to Part B a list of new (new to the institution or program) equipment to be purchased, shared, or leased to implement the curriculum. Include donations of equipment.

4. b) **Finance Chart.** Identify projected new direct costs to establish the program.

	First Year	Second Year	Third Year
Faculty Costs	5,00* if additional part time instruction is needed for 16 credits	5,700	11,400
Administrator Costs			
Other Personnel costs (specify positions)			
Equipment Costs	\$200-500 * replacement equipment for extra use		

Library/LRC Costs			
Facility Costs*			
Other (specify)			
TOTAL NEW COSTS	5,900-6,200	5,700	11,400

*Capital projects that use state funds require prior ICCB approval, as do capital projects over \$250,000 that use local funds.

**AGENDA ITEM #X-B-1
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD**

COMPENSATION PHILOSOPHY

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees reaffirms the attached Compensation Philosophy originally adopted in May 23, 2006.

BACKGROUND: The Board adopted the current Compensation Philosophy for all employees at the College upon recommendation of Public Sector Personnel Consultants, prior to implementation of the results of a salary study conducted in 2006. The Board has reviewed the compensation philosophy and requested an action item to reaffirm the compensation philosophy at the January 23, 2019, regular meeting.

BOARD ACTION: _____

Compensation

It is the philosophy of the Highland Community College Board of Trustees that compensation shall include salary and a comprehensive benefit program. The compensation system should be fiscally responsible and support the hiring and retention of excellent employees while being externally competitive, internally equitable, non-discriminatory, and understood by employees. The Board of Trustees recognizes that it is the combined efforts of all employees that allow Highland Community College to achieve its comprehensive community college missions. Therefore, our compensation goals for all employees should be comparable.

AGENDA ITEM #X-B-2
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD

AUTHORIZATION TO SUBMIT UPDATED FACILITIES MASTER PLAN
TO THE ILLINOIS COMMUNITY COLLEGE BOARD

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees authorizes the submission of an updated Facilities Master Plan to the Illinois Community College Board.

BACKGROUND: All community colleges in Illinois are required to have a Facilities Master Plan on file with the Illinois Community College Board. The purpose of the plan is to apprise the ICCB of any possible primary site construction, secondary site acquisition, or acquisition of new land. The plan is to be updated as plans change or prior to an ICCB Recognition Report review. Any such construction or acquisition planned by the College must be reflected in the Master Plan in order to receive consideration for approval by the ICCB.

BOARD ACTION: _____

Highland Community College Facilities Master Plan January 2019

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Section 1

Introduction

The purpose of this document is to record a physical facilities design vision for the next five to ten years for Highland Community College.

Section 1 introduces the plan. Sections 2 through 4 discuss needs for different types of space at the College, both indoors and out. Section 5 summarizes the recommendations that are made throughout the plan.

Section 2

Land Usage

The Highland campus is located in a mostly rural agricultural area on the west edge of Freeport along Pearl City Road. The College district encompasses 1,640 square miles and includes portions of Stephenson, Carroll, Jo Daviess, and Ogle counties in northwest Illinois.

The campus covers approximately 140 acres. The buildings on the Campus are as follows:

Building Name	Occupied	Purpose
Building "A"	2003	Athletic Field Storage
Building "E"	2009	Agriculture/Technology
Building "F"	1974	Fine Arts
Building "G"	1970	Recycling/Storage
Building "H"	1993	Admin/Conf. & Student Center
Building "I"	2001	Child Care Center
Building "M"	1971	Liberal Arts
Building "N"	1971	Natural Science
Building "N" Addition	2009	Nursing
Building "N"-Greenhouse	2011	Greenhouse
Building "R"	1985	GED/RSVP/Cont. Ed.
Building "S"	1980	Sports
Building "T"	1973	Business & Technology Center
Building "U"	2003	Grounds Storage
Building "V"	1978	Automotive Storage
Building "W"	1970	Maintenance Offices/Shop
Building "X"	1970	Shop/Storage
Building "Y"	1970	Office/Storage
Building "Z"	1985	Storage

Portions of the campus have been developed into prairie plots, athletic fields and storm water retention pond.

Adequacy of Land

The College owns sufficient land for its purposes and has no plans to acquire additional land.

Recommendations

None

Section 3

Roads and Grounds

Driveways

Vehicles access the campus by way of three entrances; Kiwanis Drive and Pearl City Road are the main entrances and the third is for receiving off of Pearl City Road. A loop road encircles the campus. Lighting along this road was updated in 2010 to LED lighting for energy efficiency and safety.

Parking

There is more than sufficient parking space on campus to meet demand with a sufficient number of accessible spaces in each lot to comply with current ADA standards. All lots are reasonably close to buildings. Well-placed sidewalks currently access each lot. Lots on campus are in good condition. Lighting in the parking lots was updated in 2010 to motion-detected bi-level LED lighting for energy efficiency and safety.

Sidewalks

Sidewalks are for the most part appropriately placed. It has been an ongoing effort to replace old damaged and unsafe sidewalks as the need arises. The college replaced approximately 10% of its sidewalks in 2018.

Lighting for all of the sidewalks and building overhangs was updated in 2015 to LED lighting for energy efficiency and safety.

Recommendations

Driveways: Repaving driveways as needed through the use of the "Loop Road Fund".

Parking: Repaving lots as the need arises. Funds for repaving of parking lots are not available at this time.

Sidewalks: The College will continue address sidewalk replacement as needed.

Section 4

Building Structures

Adequacy of Building Structures

The Campus buildings are listed below along with comments in regards to condition:

Building Name	Condition	Comments
Building "A"	Good	Adequate for needs
Building "E"	Excellent	Agriculture greenhouse is needed. Agriculture laboratory space is needed.
Building "F"	Good	Storage for stage props and costumes is limited
Building "G"	Good	Storage for excess equipment and supplies is limited and over capacity
Building "H"	Good	Adequate for needs
Building "I"	Good	Adequate for needs
Building "M"	Good	Adequate for needs.
Building "N"	Good	Science laboratories are outdated
Building "N" Wing	Excellent	Nursing laboratory space is limited
Building "R"	Good	Space is limited and at capacity
Building "S"	Fair	Storage space is limited, updating of facilities is needed
Building "T"	Good	Adequate for needs
Building "U"	Good	Adequate for needs
Building "V"	Good	Adequate for needs
Building "W"	Good	Adequate for needs

Building "X"	Fair	Adequate for needs
Building "Z"	Good	Adequate for needs
Building "Y"	Fair	Adequate for needs

Building HVAC Control

- The College completed a Building Automation System update in 2016.

Emergency Notification System

- The College completed a full replacement of its telephone and emergency notification systems in 2018.

Fire Alarm System

- The College is currently completing a replacement of the campus fire alarm system including adding fire alarms to many buildings that did not have fire alarms previously.

Recommendations

- Continue to evaluate condition of buildings and usability of space to prioritize needs.

Section 5

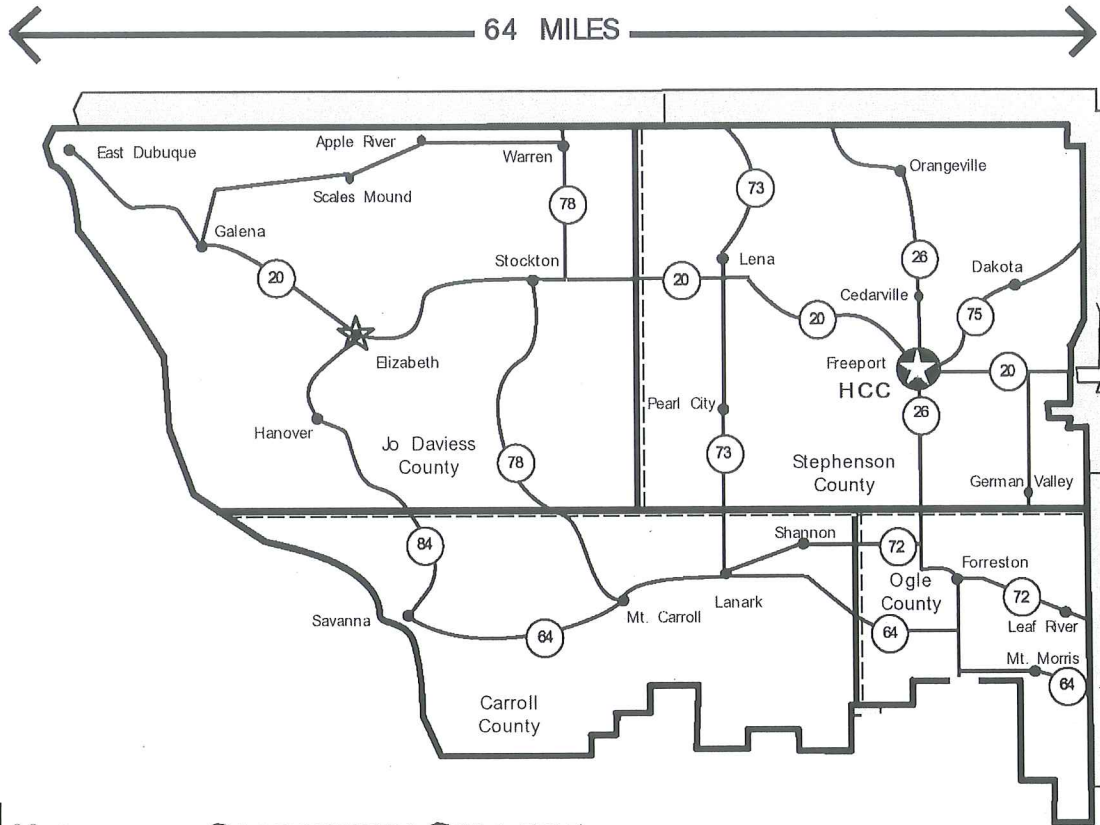
Summary

Though our current facilities are operational and for the most part adequate in size, the infrastructure and functionality of many spaces are aging, outdated, and not optimal for Students, Staff, and Faculty.

The College continues to look at ways to make more efficient use of our current facilities through re-organization of space to better fit the needs of our Students.

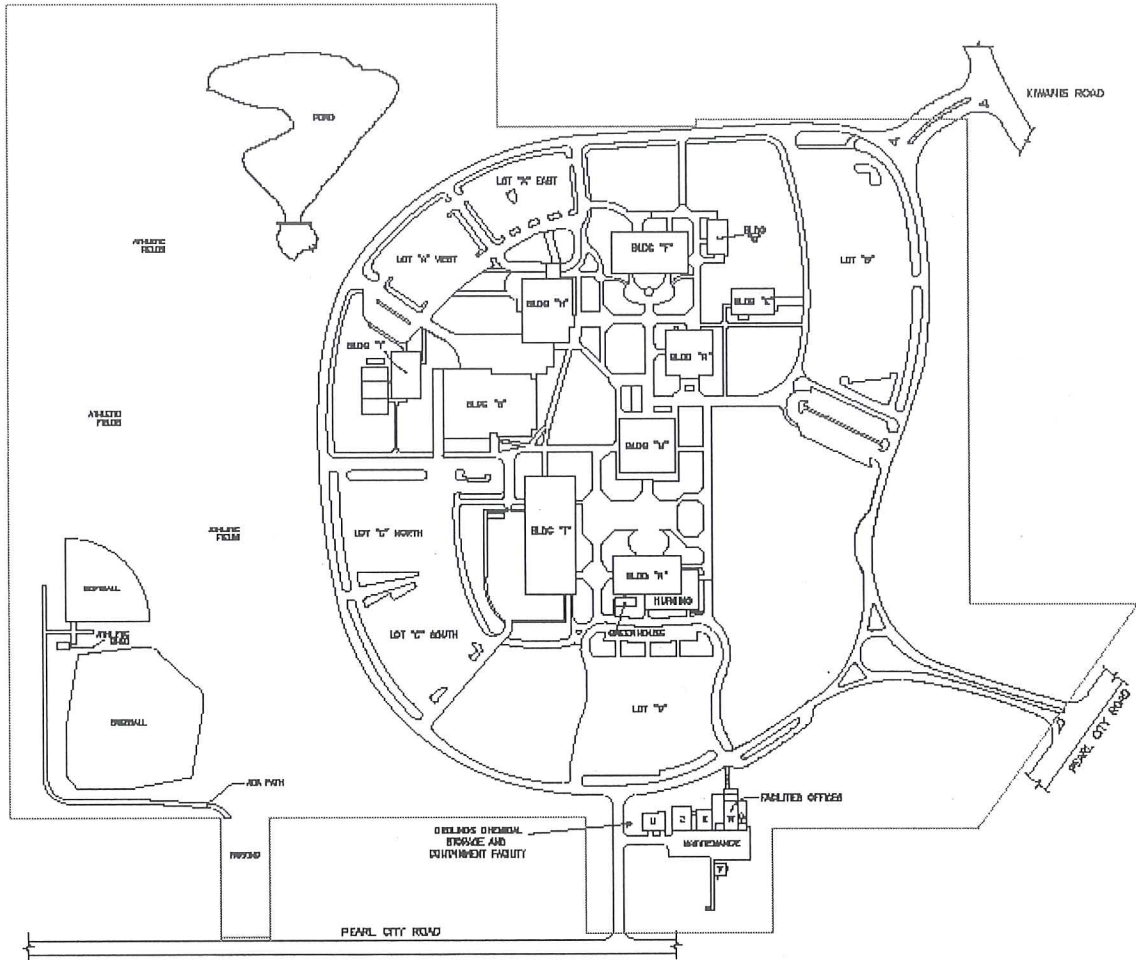
The College continues to evaluate needs and prioritize improvements utilizing any available and appropriate funding sources including operating funds, bond sales, and Protection, Health & Safety levies.

HCC District Map



 **HIGHLAND COMMUNITY COLLEGE**
DISTRICT #519

HCC Campus Boundary Map



**AGENDA ITEM #X-C-1
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE BOARD**

SENIORITY LISTS

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees approves the attached seniority lists for each full-time Highland faculty member that shows the services each faculty member is competent to render.

BACKGROUND: An amendment to the Illinois Community College Tenure Act, which became effective January 1, 1990, provides as follows:

"Each board, unless otherwise provided in a collective bargaining agreement, shall each year establish a list, categorized by positions, showing the seniority of each faculty member for each position entailing services such faculty member is competent to render. Copies of the list shall be distributed to the exclusive employee representative on or before February 1 of each year."

BOARD ACTION: _____

Business and Technology FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
Amy Chamberlin	4	Cosmetology	
Justin Ebert	4	Agriculture	
Steve Gellings	31	Electronics	BUSN 141/COMM 101/MTEC 164
Joe Grove	9	Economics	BUSN 121
Rich Jacobs	8	Business	
Denise Johnson	11	Information Technology	
Jeremy Monigold	13	Information Technology	BUSN 141
Jim Palmer	17	Automotive	
Monica Pierce	1	Agriculture	
Aaron Sargent	4	Industrial Manufacturing	MATH 111
Evan Talbert	3	Hospitality Management	

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by **November 12**. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

If a faculty member has taught a course outside his or her primary discipline at least three times in the last five years, they should see the appropriate Dean to complete a form which shall then be submitted to the Executive Vice President by **November 12**. The Executive Vice President will make the determination of approval. The Committee may be convened if necessary. **The committee will base its decision on the broadest practical interpretation of primary discipline.**

Business and Technology FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
Todd Vacek	4	Auto Body	
Carol Wilhelms	6	Accounting	

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by November 12. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

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Humanities, Social Sciences and Fine Arts FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
Robert Apolloni	16	Art	
Jeff DeLay	1	Vocal Music	
Andrew Dvorak	23	History/Political Science	
Laura Early	2.5	Theatre	
Sam Fiorenza	20	English	
Julie Hartman-Linck	1	Sociology	
Bill Lucio	1	Speech Communication	
Chelsea Martinez	6	Psychology/Education	
Tracy Mays	16	English/German	
Kay Ostberg	10	English	PHIL 281

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by November 12. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

If a faculty member has taught a course outside his or her primary discipline at least three times in the last five years, they should see the appropriate Dean to complete a form which shall then be submitted to the Executive Vice President by November 12. The Executive Vice President will make the determination of approval. The Committee may be convened if necessary. **The committee will base its decision on the broadest practical interpretation of primary discipline.**

Humanities, Social Sciences and Fine Arts FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
Kathrine Perkins	5	English	
Paul Rabideau	15.5	Psychology	
Jennifer Roser	3	Criminal Justice	
Cristina Szterensus	1	Spanish/English	
Donna Tufariello	15.5	English	
Jim Yeager	13	Speech	HUMA 110 and MCOM 205

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by **November 12**. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

If a faculty member has taught a course outside his or her primary discipline at least three times in the last five years, they should see the appropriate Dean to complete a form which shall then be submitted to the Executive Vice President by **November 12**. The Executive Vice President will make the determination of approval. The Committee may be convened if necessary. **The committee will base its decision on the broadest practical interpretation of primary discipline.**

Library FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Position Title</u>	<u>Date of Position Hire</u>
Michael Skwara	User Services Librarian	01/24/2005
Laura Watson	Reference Librarian	03/25/1998

Natural Science and Mathematics FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
David Esch	3	Physics/Engineering	
Karla Giuffre	9	Biology	
Tony Grahame	22	Biology	
Steve Mihina	22	Mathematics	
Juliet Moderow	12	Biology	
Alan Nowicki	25	Biology	
Jenna Rancingay	6	Mathematics	
John Sullivan	19	Chemistry	

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by **November 12**. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

If a faculty member has taught a course outside his or her primary discipline at least three times in the last five years, they should see the appropriate Dean to complete a form which shall then be submitted to the Executive Vice President by **November 12**. The Executive Vice President will make the determination of approval. The Committee may be convened if necessary. **The committee will base its decision on the broadest practical interpretation of primary discipline.**

Nursing and Allied Health FT Faculty
(Updated at the end of May, 2018)

<u>Name</u>	<u>Years of FT Teaching at HCC</u>	<u>Primary Discipline(s)</u>	<u>Courses Outside of Primary Discipline(s)</u>
Jessica Larson	7.5	Nursing	
Cassie Mekeel	3	Nursing	
Shelly Morgan	3.5	Nursing	
Chrislyn Senneff	9	Nursing	
Kay Sperry	9.5	Nursing	
Jen Yeager	.5	Nursing	

Reviewers: If teaching assignments change which could support a change in primary discipline, the change in primary discipline must be requested in writing to the appropriate Dean who will deliver the request to the Executive Vice President by **November 12**. The Executive Vice President will call together the Seniority List Committee to discuss. The primary discipline is based on what the faculty member was originally hired to teach or what they have been primarily teaching (over 50% of assigned teaching) over the past 5 years.

If a faculty member has taught a course outside his or her primary discipline at least three times in the last five years, they should see the appropriate Dean to complete a form which shall then be submitted to the Executive Vice President by **November 12**. The Executive Vice President will make the determination of approval. The Committee may be convened if necessary. **The committee will base its decision on the broadest practical interpretation of primary discipline.**

AGENDA ITEM #X-C-2
JANUARY 23, 2019
HIGHLAND COMMUNITY COLLEGE

REVISED JOB DESCRIPTIONS

RECOMMENDATION OF THE PRESIDENT: That the Board of Trustees approves the attached revised job descriptions for positions included in the classification portion of the classification and salary study conducted by Highland Community College.

BACKGROUND: In FY07, a classification and salary study was completed on all regular full-time and part-time non-union support staff, professional and administrative 12-month positions. At that time, employees in these positions completed a Position Analysis Questionnaire (PAQ), which is designed to collect detailed information about the duties and responsibilities of a position. The PAQ is a critical component for the search process, determination of essential functions/job description, job classification and evaluation, and departmental/organizational structure. Due to the progression of positions evolving and responsibilities changing, higher education employers typically conduct a full update of their classification and compensation systems every 10 years.

The Board supported the Classification and Compensation System Review Group's (CCSRG) recommendation to move forward with a classification and compensation study. In the Fall of 2017, employees completed a new PAQ concurrent with the annual feedback cycle. Prior to the start of the feedback cycle, workshops were held for supervisors and employees with positions in this system, to introduce a revised PAQ form. The workshops provided guidelines for the PAQ process and briefed employees that following the classification portion, a salary study would follow so the Board could see how Highland salaries were comparing to market. The salary study was conducted by Public Sector Personnel Consultants who utilized the individual PAQs in determining market comparators for positions.

Utilizing the new PAQs, job descriptions were updated by Human Resources with review and input from supervisors and employees. The CCSRG then reviewed the draft job descriptions, considering titling protocol, Department of Labor exemption status, and job family/series. In addition, the job description template now includes expectations of employees to practice Highland's Core Values and Employee Characteristics. Utilizing data to make informed decisions was added to all job descriptions. Language regarding assessment was added to some positions and sharing of institutional knowledge was added to supervisory positions to place an emphasis on the importance of communication in the supervisor's role. In October 2018, final job description drafts were provided to supervisors and employees for review and input provided to the CCSRG on significant changes. The classification portion of the study is highly dependent on the position incumbent and the supervisor's input.

BOARD ACTION: _____

Changes are noted on the attachment which shows current job classification and the recommended classification. A draft of this attachment was shared with the Board at the December 5, 2018 Board Retreat. In summary:

Job descriptions that will merge into another job description and the current job description will be archived:

1. Academic Technology Resources Technician merged into Academic Technology Resources Assistant
2. Fine Arts Assistant merged into Office Coordinator
3. Secretary merged into Administrative Assistant
4. Transfer Coordinator/Academic Advisor (Grant) merged into Student Advisor (Grant)

Job descriptions with updated titles given current duties:

1. Audio Visual Specialist to ITS Support Specialist, Media Systems
2. Coordinator, Staff Development & HRIS to HRIS Administrator/Human Resources Generalist
3. Coordinator, Volunteer Services (Grant) to Coordinator, Literacy and ESL Programs (Grant)

Job description to be merged into another job description, which will change the exemption from non-exempt duties to exempt, and the current job description will be archived:

1. Retention Coordinator/Academic Advisor (Grant) to Student Advisor

Job Descriptions with FLSA Exemption Change from Non-Exempt to Exempt:

1. Cafeteria Manager
2. Coordinator, Disability Services
3. Coordinator Learning Services
4. Coordinator Outreach & Dual Credit
5. Financial Aid Specialist II
6. Institutional Research Data Reporting Analyst
7. Director RSVP (Grant)

There are 60 other positions that will have no classification change but have revision recommendations to bring their position up-to-date with the new job description template and other updates not impacted by merging, title change or FLSA change.

The Workforce Pathways Specialist (a new position) and the Outreach Dual Credit and Pathways Coordinator (a revised position) are being included in the packet of positions for Board approval at this time. Both of these were finalized following the completion of the classification and salary studies but are ready for Board approval at this time.

No changes will be made to current salary range job placements at this time until all options and impacts are reviewed and understood by the Board. The Board will continue discussions related to the consultant's report and results of the salary study, as well as recommendations of a new salary range table and position placements on the table.

Table 2: Job Classification Transaction Codes Fall 2018

Transaction Codes:

M = Merge Into Other Position

T = Title Modification

D = Delete Job Title

F = FLSA Exemption Change

S = Split into Two or More Positions

N = No Change

J = New Position

Current Job Class	Recommended Job Class	Trans Code
Academic Technology Resources Assistant	Academic Technology Resources Assistant	N
Academic Technology Resources Technician	Academic Technology Resources Assistant	M, D
Administrative Applications Administrator	Administrative Applications Administrator	N
Administrative Assistant	Administrative Assistant	N
Associate Dean, Natural Science and Math	Associate Dean, Natural Science and Math	N
Associate Dean, Nursing and Allied Health	Associate Dean, Nursing and Allied Health	N
Associate VP, Human Resources	Associate VP, Human Resources	N
Audio Visual Specialist	ITS Support Specialist, Media Systems	T
Bookstore Assistant	Bookstore Assistant	N
Bookstore Manager	Bookstore Manager	N
Cafeteria Assistant	Cafeteria Assistant	N
Cafeteria Assistant Manager	Cafeteria Assistant Manager	N
Cafeteria Cashier	Cafeteria Cashier	N
Cafeteria Manager	Cafeteria Manager	F
Communications Operator	Communications Operator	N
Communications Specialist	Communications Specialist	N
Coordinator, Academic Technology Resources	Coordinator, Academic Technology Resources	N
Coordinator, Accounting	Coordinator, Accounting	N
Coordinator, Business Training	Coordinator, Business Training	N
Coordinator, Career Services	Coordinator, Career Services	N
Coordinator, Conference Center and Business Institute	Coordinator, Conference Center and Business Institute	N
Coordinator, Disability Services	Coordinator, Disability Services	F
Coordinator, Early Childhood Education	Coordinator, Early Childhood Education	N
Coordinator, High School Servant Leadership Program	Coordinator, High School Servant Leadership Program	N
Coordinator, Learning Services	Coordinator, Learning Services	F
Coordinator, Nursing and Allied Health	Coordinator, Nursing and Allied Health	N
Coordinator, Outreach and Dual Credit	Coordinator, Outreach and Dual Credit	F
Coordinator, Staff Development & HRIS	HRIS Administrator/Human Resources Generalist	T
Coordinator, Women's Athletics	Coordinator, Women's Athletics	N
Database Administrator/Systems Administrator	Database Administrator/Systems Administrator	N
Dean, Humanities, Social Sciences and Fine Arts	Dean, Humanities, Social Sciences and Fine Arts	N
Director, Athletics & Physical Education	Director, Athletics & Physical Education	N
Director, Enrollment and Records	Director, Enrollment and Records	N
Director, Facilities and Safety	Director, Facilities and Safety	N
Director, Financial Aid	Director, Financial Aid	N
Director, Information Technology Services	Director, Information Technology Services	N
Director, Institutional Research	Director, Institutional Research	N
Director, International Preservation Studies Center	Director, International Preservation Studies Center	N
Director, Learning and Transitional Education Services	Director, Learning and Transitional Education Services	N
Director, Marketing and Community Relations	Director, Marketing and Community Relations	N
Executive Assistant (Board)	Executive Assistant (Board)	N
Executive Assistant- Non-Exempt	Executive Assistant- Non-Exempt	N
Executive Vice President	Executive Vice President	N
Facilities and Safety Assistant	Facilities and Safety Assistant	N
Financial Aid Assistant	Financial Aid Assistant	N
Financial Aid Specialist I	Financial Aid Specialist I	N
Financial Aid Specialist II	Financial Aid Specialist II	F
Fine Arts Assistant	Office Coordinator	M, D
Institutional Research Data Reporting Analyst	Institutional Research Data Reporting Analyst	F
ITS Support Specialist, Lead	ITS Support Specialist, Lead	N
Library Specialist	Library Specialist	N
Manager, Accounting	Manager, Accounting	N

Manager, Math Achievement Center	Manager, Math Achievement Center	N
Natural Science Lab Assistant	Natural Science Lab Assistant	N
Office Coordinator	Office Coordinator	N
Payroll Specialist	Payroll Specialist	N
Secretary	Administrative Assistant	M, D
Student Accounts Specialist I	Student Accounts Specialist I	N
Student Accounts Specialist II	Student Accounts Specialist II	N
Student Advisor	Student Advisor	N
Student Advisor [Transfer]	Student Advisor [Transfer]	N
Student Information Specialist	Student Information Specialist	N
Student Retention Specialist	Student Retention Specialist	N
Testing and Career Services Specialist	Testing and Career Services Specialist	N
VP, Administrative Services	VP, Administrative Services	N
VP, Business, Technology & Community Programs	VP, Business, Technology & Community Programs	N
VP, Student Development and Support Services	VP, Student Development and Support Services	N
Grant		
Administrative Assistant	Administrative Assistant	N
Coordinator, Upward Bound	Coordinator, Upward Bound	N
Coordinator, Volunteer Services	Coordinator, Literacy and ESL Programs	T
Director, Adult Education Programs	Director, Adult Education Programs	N
Director, RSVP	Director, RSVP	F
Director, TRiO Services	Director, TRiO Services	N
Retention Coordinator/Academic Advisor	Student Advisor	M, F, D
Secretary	Administrative Assistant	M, D
Transfer Coordinator/ Academic Advisor	Student Advisor	M, D

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Academic Technology Resources Technician Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: To serve as a resource for educational technology by providing support for the learning management system and other campus hardware and software.

To provide instructional technology resources assistance to students, faculty and staff.

PRINCIPAL DUTIES: (essential functions)

- Supports the learning management system (LMS) by conducting orientations and training for faculty on usage and functionality and assisting with faculty and student inquiries.
- Recommends improvements to instructional web and media-based interactive learnings objects and education technology apps to improve delivery and functionality of online content. Creates interactive learning objects for online content.
- Provides assistancetraining and support with campus software applications, resets passwords, and researches issues and develops solutions, as requested by the Coordinator, Academic Technology Resources and special projects for academic and support staff.
- Assigns and reviews the work of student workers for the Academic Technology Resources lab.
- Answers faculty and student inquiries with regard to educational technology usage and functionality including hardware and software questions.
- ~~Serves as evening help desk technical support person and lab supervisor.~~
- ~~Assists with learning management system by creating tests, enrolling students, copying courses, facilitating workshops and resolving user issues.~~
- Monitors housekeeping schedules of various computer labs.
- Provides coverage of audio visual projects after Audio Visual Department hours.
- Performs course rollovers for LMS.
- Updates and posts LMS and monthly room calendars.
- ~~Assists with hiring computer lab student workers.~~
- ~~Trains and schedules computer lab student workers.~~
- ~~Assists students and college personnel with network access issues.~~
- ~~Assists in the design and creation of digital video and audio.~~
- ~~Assists faculty in setting up the computer classroom and preparing instructional materials.~~
- Develops instructional web and media-based interactive learning objects.
- Assists instructors in creating multi-media learning objects for classes.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of learning theories, techniques, web-based learning systems, learning management systems and multimedia.

Knowledge of principles and practices within an educational computer laboratory.

Adopted 8/15/2000

Academic Technology Resources TeehAsst

Knowledge of office and computer equipment and software applications.

Knowledge of web design and HTML code.

Knowledge, understanding and compliance with Federal and state privacy laws related to students.

Knowledge of web-based learning management systems such as Moodle.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles and practices associated with supervising, training and evaluating workers.

Skill in operating computer equipment and software applications.

Skill in evaluating, designing and developing learning materials.

Skill in responding professionally, effectively and efficiently to customer service requests.

Skill in providing customer service.

Skill in learning and troubleshooting software applications.

Skill in scheduling and assigning work to others.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds.

MINIMUM QUALIFICATIONS: ~~High school diploma required. Associate's degree in technology applications educational technology, instructional design or a related field preferred and two (2) years computer or educational technology work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.~~

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Coordinator, Academic Technology Resources

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2507

JOB SERIES/FAMILY: General Administrative Series/Library and Learning Media Group

LAST REVISED: 7/15/14-01/23/19

Adopted 8/15/2000

Academic Technology Resources TechAsst

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Applications Administrator

GENERAL STATEMENT OF RESPONSIBILITIES: To administer the college's administrative application systems in order to improve institution efficiency and productivity as well as support institution strategies and goals; to enable the college users to achieve best practice processes through the use of administrative application systems; to plan and manage application upgrades and enhancements to maximize features and functions that best meet the needs of the college's business practices and the administrative applications systems.

PRINCIPAL DUTIES: (essential functions)

- Provides administration duties as appropriate to the administrative systems administrative applications system analysis and maintenance by evaluating and solving complex issues and needs related to existing system policies, procedures, and operations.
- Provides support to end users on all administrative applications. Identifies, researches and resolves technical problems with administrative applications. Documents, tracks and monitors problems to ensure timely resolution.
- Monitors and makes recommendations for administrative applications users to prioritize and collaborate on administrative application projects and their associated resources. In conjunction with the Director, Institutional Research, coordinates ITS priorities related to the College's data needs.
- Maintains administrative applications by researching upcoming software releases and patches on listservs and vendor websites. Downloads, stages and prints documents for new administrative software releases and patches.
- Performs continual assessment of trends, regulations and advances in all facets impacting established ERP software used by the College and prepares technical and functional users for mandated and business process enhancements and improvements.
- Reads current literature, attends meetings or conferences and talks with colleagues to stay abreast of industry research about relevant applications and technologies.
- Assists in the installation and testing of upgrades and patches to administrative application systems. Plans and implements new data capture and reporting requirements.
- Assists DBA with administrative software and Oracle and Linux upgrades and patches.
- Provides support to end users on all administrative applications. Identifies, researches and resolves technical problems with administrative applications. Documents, tracks and monitors problems to ensure timely resolution.
- Distributes release guides and communicates details of technical and functional software changes and enhancements to end-users.
- Provides leadership, expertise and support on all projects involving administrative applications. Secures consultants, establishes timelines, creates and maintains project plans, communicates with vendor account managers and other project team members regarding projects and assists in resolving technical problems.

Adopted 2/7/1980

- Maintains knowledge of business unit processes and recommends changes to processes to improve functionality and efficiency.
- Creates and maintains user accounts for administrative applications.
- Assists with writing appropriate data policies.
- In conjunction with the Director, Institutional Research, coordinates ITS priorities related to the College's data needs. Extracts data from administrative applications to comply with data requests. Provides assistance to those responsible for providing data for federal, state, internal and other reports.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of major administrative or educational computer systems, preferably Banner.

Knowledge of Oracle or relational databases and query tools, MS Access, SQL*Plus, PL/SQL, and HTML.

~~Knowledge of data warehousing concepts, data modeling, data set creation, format manipulation and data extraction/manipulation methodologies.~~

Knowledge of programming and data warehousing concepts.

Knowledge of utilizing data to make informed decisions.

Knowledge of systems analysis to support administrative and business functions.

Knowledge of installation, testing and evaluation processes in relation to new software.

Knowledge of project initiation, prioritization and information technology allocation processes.

Knowledge of management and implementation of organization-wide administrative and academic software projects.

~~Skill in ensuring backup systems are maintained to protect critical systems.~~

~~Skill in identifying requirements for additional resources or changes to current administrative software systems.~~

Skill in report design and development, preferably with WebFOCUS.

~~Skill in developing and implementing long and short range goals and procedures for cost effective management of allocated resources.~~

Skill in identifying problems, evaluating alternatives and implementing effective solutions.

Skill in providing technical assistance to end users regarding administrative applications issues and problems.

Skill in responding professionally, effectively, and efficiently to customer service requests.

Skill in assessing and prioritizing multiple tasks, projects, demands.

Skill in performing complex analytical and technical work that includes planning, maintaining and improving database systems.

Skill in communicating both orally and in writing.

~~Skill in creating and implementing software solutions that meet user requirements.~~

Skill in analyzing, reviewing and revising programs as well as new products and processes in order to improve operating efficiency.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position are sedentary in nature. Exerting up to 10 lbs of force occasionally~~

and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

MINIMUM QUALIFICATIONS: Associate's degree in information technology, computer science or a related field, Bachelor's degree preferred, and five (5) years direct experience with administrative application software systems, analysis, and design, preferably Ellucian Banner OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, Information Technology Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2316

JOB SERIES/FAMILY: General Administrative Series/Information Technology Group

LAST REVISED: ~~10/21/14~~01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Assistant, Adult Education

THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support to a ~~specific program, department, or division within the college~~ the Adult Education program.

PRINCIPAL DUTIES: (essential functions)

- Gathers and enters information into the computer for reports and other documents, generates necessary forms and documents, maintains records and files, arranges for needed course materials, assists with departmental activities, analyzes project data, and makes recommendations.
- Provides administrative support such as preparing correspondence and other written documents, responds to inquiries and complaints and determines appropriate resolutions to situations; schedules and prepares for meetings, processes mail, schedules appointments and keeps calendar.
- ~~Gathers and enters information into the computer for reports and other documents, maintains records and files, analyzes financial or project data, and makes recommendations.~~
- Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.
- ~~May be required to monitor department budgets.~~
- ~~May assist with athletic camps and leagues.~~
- ~~May provide support assistance to the Leadership Institute Program.~~
- Monitors department budgets, pPrepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- ~~May be required to collect and deposit money from sales.~~
- May be required to serve on various committees or employee work groups.
- ~~May be required to aAssigns and reviews work of others~~ student workers.
- Assists with special events such as workshops, jobs fairs, and volunteer recognition as needed.
- ~~May be required to provide support assistance to the Nursing Programs.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of principles and practices of office administration.

Knowledge of office equipment, and computer operations ~~hardware~~ and software applications.

Knowledge of report preparation and formatting.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating office equipment, and computers hardware and software applications.

Skill in maintaining confidential information.

Skill in composing memos, letters, reports and other documents.

Skill in effective organization.

Skill and accuracy in entering data.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~May require~~ Requires a criminal background check.

REPORTS TO: ~~Various~~ Director, Adult Education Programs
Director, Athletics & Physical Education
Associate Dean, Humanities & Social Sciences
Associate Dean, Natural Science & Mathematics
Instructor, Leadership Institute
Associate VP, Student Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: ~~1/23/08~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Assistant, Lifelong Learning

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support to a ~~specific program, department, or division within the college~~ the Lifelong Learning program.

PRINCIPAL DUTIES: (essential functions)

- Provides administrative support such as preparing correspondence and other written documents, responds to inquiries and complaints and determines appropriate resolutions to situations; schedules and prepares for meetings, processes mail, schedules appointments and keeps calendar.
- Gathers and enters information into the computer for reports and other documents, generates necessary forms and documents, maintains records and files, arranges for needed course materials, assists with departmental activities and reviews course enrollments for necessary numbers to hold classes. ~~analyzes financial or project data, and makes recommendations.~~
- Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.
- ~~May be required to monitor department budgets.~~
- ~~May assist with athletic camps and leagues.~~
- ~~May provide support assistance to the Leadership Institute Program.~~
- May monitor department budgets, pPrepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- ~~May be required to e~~Collects forms and deposit money from ~~sales~~course registrations.
- Markets Lifelong Learning classes through social media.
- May be required to serve on various committees or employee work groups.
- ~~May be required to a~~ssigns and reviews work of ~~others~~student workers.
- ~~May be required to provide support assistance to the Nursing Programs.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of principles and practices of office administration.
 Knowledge of office equipment, ~~and computer~~ operations ~~hardware~~ and software applications.
 Knowledge of report preparation and formatting.
 Knowledge of customer service techniques.
Knowledge of utilizing data to make informed decisions.
Knowledge of social media apps.

Skill in operating office equipment, ~~and computers~~ hardware and software applications.

Skill in maintaining confidential information.

Skill in composing memos, letters, reports and other documents.

Skill in completing tasks routinely without supervision.

Skill in paying attention to details to ensure accuracy and efficiency.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~May r~~Requires a criminal background check.

REPORTS TO: ~~Various~~Coordinator, Lifelong Learning Program
~~Director, Athletics & Physical Education~~
~~Associate Dean, Humanities & Social Sciences~~
~~Associate Dean, Natural Science & Mathematics~~
~~Instructor, Leadership Institute~~
~~Associate VP, Student Services~~

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: ~~1/23/08~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Assistant, Office Technology

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support to ~~a specific program, department, or division within the college~~ the Office Technology area.

PRINCIPAL DUTIES: (essential functions)

- Provides administrative support such as preparing correspondence and other written documents, responds to inquiries and complaints and determines appropriate resolutions to situations; ~~schedules and prepares for meetings, and processes mail, schedules appointments and keeps calendar.~~
- Gathers and enters information into the computer for reports and other documents, generates necessary forms and documents, maintains records and files, arranges for needed course materials, and assists with departmental activities ~~analyzes financial or project data, and makes recommendations.~~
- Communicates to students regarding progress in courses. Sends Early Alerts on students who are not making adequate progress.
- ~~Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.~~
- ~~May be required to monitor department budgets.~~
- ~~May assist with athletic camps and leagues.~~
- ~~May provide support assistance to the Leadership Institute Program.~~
- ~~Prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.~~
- ~~May be required to collect and deposit money from sales.~~
- ~~May be required to serve on various committees or employee work groups.~~
- Opens and prepares Office Technology computer lab for students. Reports computer problems to IT when necessary.
- May be required to assign and reviews work of other student workers.
- ~~May be required to provide support assistance to the Nursing Programs.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of principles and practices of office administration.

Knowledge of office equipment, and computer operations ~~hardware~~ and software applications.

Knowledge of report preparation and formatting.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating office equipment, and computers hardware and software applications.

Skill in maintaining confidential information.

Skill in composing memos, letters, reports and other documents.

Skill in effective organization.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position is sedentary in nature, exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

~~SECURITY SENSITIVE POSITION: May require a criminal background check~~

REPORTS TO: ~~Various~~Information Technology Instructor
Director, Athletics & Physical Education
Associate Dean, Humanities & Social Sciences
Associate Dean, Natural Science & Mathematics
Instructor, Leadership Institute
Associate VP, Student Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: ~~1/23/08~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Assistant, Project Succeed (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support to a ~~specific program, department, or division within the college~~ the Project Succeed program.

PRINCIPAL DUTIES: (essential functions)

- Gathers, enters and updates information into the computer for reports and other documents, generates necessary forms and documents and maintains records and files.
- Provides administrative support such as preparing correspondence and other written documents, responds to inquiries and complaints and determines appropriate resolutions to situations; schedules and prepares for meetings, processes mail, schedules appointments and keeps calendar.
- ~~Gathers and enters information into the computer for reports and other documents, maintains records and files, analyzes financial or project data, and makes recommendations.~~
- Prepares departmental newsletter by gathering information, editing, publishing, printing and distributing around campus.
- Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.
- ~~May be required to monitor department budgets;~~
- Prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- Informs program students of all events, scheduled meetings and changes in daily routines.
- May be required to serve on various committees or employee work groups.
- ~~May be required to assign and review work of others.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of principles and practices of office administration.
 Knowledge of office equipment, ~~and computer operations~~ hardware and software applications.
 Knowledge of report preparation and formatting.
Knowledge of utilizing data to make informed decisions.
 Knowledge of customer service techniques.

Skill in operating office equipment, ~~and computers~~ hardware and software applications.
 Skill in maintaining confidential information.
 Skill in composing memos, letters, reports and other documents.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Various Director, TRiO Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: 10/24/06-01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Administrative Assistant, Upward Bound (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support to ~~a specific program, department, or division within the college~~ the Upward Bound program.

PRINCIPAL DUTIES: (essential functions)

- Provides administrative support such as preparing correspondence and other written documents, responds to inquiries and complaints and determines appropriate resolutions to situations; schedules and prepares for meetings, processes mail, schedules appointments and keeps calendar.
- Gathers and enters information into the computer for reports and other documents, generates necessary forms and documents, maintains records and files, analyzes financial or project data, and makes recommendations.
- May prepare departmental newsletter by gathering information, editing, publishing, printing and distributing around campus.
- Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.
- May be required to monitor department budgets.
- Prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- May be required to serve on various committees or employee work groups.
- ~~May be required to assign and review work of others.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of principles and practices of office administration.
 Knowledge of office equipment, ~~and computer operations~~ hardware and software applications.
 Knowledge of report preparation and formatting.
Knowledge of utilizing data to make informed decisions.
 Knowledge of customer service techniques.

Skill in operating office equipment, ~~and computers~~ hardware and software applications.
 Skill in maintaining confidential information.
 Skill in composing memos, letters, reports and other documents.
 Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.~~

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: ~~Various~~ Director, TRiO Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: ~~10/24/06~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Associate Dean, Natural Science & and Mathematics

GENERAL STATEMENT OF RESPONSIBILITIES: To provide supervision and direction for the programs within the area of Natural Science & and Mathematics.

PRINCIPAL DUTIES: (essential functions)

- Leads the development, supervision, coordination and evaluation of the instructional programs related to areas of assignment.
- Provides supervision, leadership, and motivation to improve the quality of instruction, to implement the concept of the learning college, and to establish quality management principles and processes.
- Represents the College at various meetings on and off campus.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Participates in the development of class schedules, makes teaching assignments and efficiently distributes teaching loads.
- Assists in preparing and managing the annual budget and makes recommendations for the purchase of supplies, materials and equipment.
- Participates in the development, implementation and evaluation of annual goals and objectives for the College, the division and individuals.
- ~~Provides supervision, leadership, and motivation to improve the quality of instruction, to implement the concept of the learning college, and to establish quality management principles and processes.~~
- Teaches up to nine credit hours per semester as assigned by the Executive Vice President.
- ~~Assists with Oversees and facilitates the Assessment assessment of Student student Learning learning within the division. AQIP Participates in the College accreditation process and other projects as assigned.~~
- ~~Communicates and i~~Interprets administrative policies to faculty and staff and represents division ~~faculty and staff members to the administration internally and externally.~~
- Leads new program development in assigned areas.
- Participates in collective bargaining if requested.
- Develops personnel requirements and qualifications for assigned areas and, with the assistance of Human Resources, locates, interviews, and recommends qualified personnel.
- Assists in the preparation and maintenance of a variety of reports, plans, surveys and questionnaires as required.
- In accordance with the Risk Management Policy and Program:
 - Reviews student complaints.
 - Oversees s and monitors s instructor and student travel.
 - Performs s safety assessments of Natural Sciences classrooms, labs and equipment.
 - Serves s on the College Chemical Hygiene Committee.
 - Consults s with faculty on safety practices.

Oversees proper storage and disposal of hazardous materials in accordance with Environmental Protection Agency guidelines.

Serves as a member of the College Emergency Management Team.

- Maintains and increases professional knowledge and skills by attending relevant workshops, training and conferences; participating in program-related professional organizations and seeking opportunities for self-development.
- Communicates effectively with employees and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of practices in the administration of natural science and mathematics programs and related support activities.

Knowledge of science and mathematics and related concepts, with particular expertise in a specific field.

Knowledge of regulations and guidelines from the Occupational Health and Safety Administration, Environmental Protection Agency and Center for Disease Control.

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of curriculum, programs and staff development.

Knowledge of assessment practices of student learning.

Knowledge of technology used in teaching and learning.

Knowledge of utilizing data to make informed decisions.

Knowledge of grant administration techniques, budget preparation and expenditure control.

~~KNOWLEDGE AND SKILLS REQUIRED (CONTINUED):~~

Knowledge of research and analysis techniques and strategies.

Knowledge of personnel management and supervisory principles and practices.

Skill in instruction, including the ability to explain difficult concepts and engage students in learning.

Skill in communicating effectively orally and in writing.

Skill in assessing instructional education needs and developing responsive programs.

Skill in effectively managing staff, delegating tasks and authority, and training personnel.

Skill in planning and developing instructional services.

Skill in assessing and prioritizing multiple tasks, projects and demands.

Skill in developing and implementing long and short-range goals and procedures for cost effective management of allocated resources.

Still in researching and writing grants and other operational reports.

Skill in identifying problems, evaluating alternatives and implementing effective solutions.

Skill in preparing reports, developing and monitoring budgets, and administering policies and procedures.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. Potential exposure to hazardous physical conditions (electrical currents, vibration), atmospheric conditions (fumes, odors, gases), and hazardous materials (chemicals, blood and/or other body fluids).

MINIMUM QUALIFICATIONS: Master's degree in one of the natural sciences or mathematics and five (5) years teaching and/or administrative or related experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None

SECURITY SENSITIVE POSITION: ~~May r~~Requires a criminal background check.

REPORTS TO: Executive Vice President, ~~Academic Services~~

APPOINTED BY: Board of Trustees.

SELECTION: ~~This position is appointed by the Board of Trustees.~~

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6112

JOB SERIES/FAMILY: Administrative Series/Academic Group

LAST REVISED: ~~1/23/08~~01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Associate Dean, Nursing and Allied Health

GENERAL STATEMENT OF RESPONSIBILITIES: To provide supervision and direction for the programs within the area of Nursing and Allied Health related programs.

PRINCIPAL DUTIES: (essential functions)

- Leads the development, supervision, accreditation, coordination and evaluation of the instructional programs related to areas of assignment.
- Prepares and manages the annual budget, prepares required state reports, and makes recommendations for the purchase of supplies, materials and equipment.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Participates in the development of class schedules, makes teaching assignments and efficiently distributes teaching loads.
- Effectively partners with FHN (Freeport Health Network) and other regional health care providers for student internships, clinical placement and clinical review.
- ~~Assists in preparing and managing the annual budget, prepares required state reports, and makes recommendations for the purchase of supplies, materials and equipment.~~
- ~~Supervises and leads the selection process for nursing students.~~
- Participates in the development, implementation and evaluation of annual goals and objectives for the College, the division and individuals.
- Provides supervision, leadership, and motivation to improve the quality of instruction, to implement the concept of the learning college, and to establish quality management principles and processes.
- Teaches courses or clinicals as assigned by the Executive Vice President, up to 6 credit hours per semester.
- Oversees and facilitates the assessment of student learning within the division. Assists with Assessment of Student Learning, Participates in the College accreditation process AQP, and other projects as assigned.
- Leads new program development in assigned areas.
- Develops personnel requirements and qualifications for assigned areas and, with the assistance of Human Resources, locates, interviews, and recommends qualified personnel.
- Assists in the preparation and maintenance of a variety of reports, plans, surveys and questionnaires as required.
- Interprets administrative policies to faculty and staff and represents division faculty and staff members to the administration.
- ~~Teaches courses or clinicals as assigned by the Vice President, Academic Services, normally in the range of 2-8 hours.~~
- Participates in collective bargaining if requested.

- In accordance with the Risk Management Policy and Program:
 - Reviews student complaints.
 - Oversees and monitors instructor and student travel.
 - Performs safety assessments of Nursing/Allied Health classrooms, labs and equipment.
 - Consults with faculty on safety practices.
 - Oversees proper storage and disposal of hazardous materials in accordance with Environmental Protection Agency guidelines.
 - Serves as a member of the College Emergency Management Team.
- Represents the College at various meetings on and off campus.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of practices in the administration of nursing and health related programs and related support activities.
Knowledge of curriculum, programs and staff development.
Knowledge of assessment practices of student learning.
Knowledge of technology used in teaching and learning.
Knowledge of grant administration techniques, budget preparation and expenditure control.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

Knowledge of research and analysis techniques and strategies.
Knowledge of utilizing data to make informed decisions.
Knowledge of personnel management and supervisory principles and practices.

Skill in written and oral communication.

Skill in operating computers and software applications.

Skill in assessing nursing and other health related education needs and developing responsive programs.

Skill in effectively managing staff, delegating tasks and authority, and training personnel.

Skill in planning and developing instructional services.

Skill in assessing and prioritizing multiple tasks, projects and demands.

Skill in developing and implementing long and short-range goals and procedures for cost effective management of allocated resources.

~~Still in researching and writing grants and other operational reports.~~

Skill in identifying problems, evaluating alternatives and implementing effective solutions.

Skill in preparing reports, developing and monitoring budgets, and administering policies and procedures.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing,

stooping and occasional lifting of objects up to 20 pounds. Potential exposure to hazardous materials (chemical, blood and other body fluids).

MINIMUM QUALIFICATIONS: Master's degree in Nursing, two (2) years management experience and two to five (2-5) years clinical-related experience or training, two (2) years instructional experience in a nursing education program OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~None~~ Registered nurse license in Illinois.

SECURITY SENSITIVE POSITION: ~~May require~~ Requires a criminal background check.

REPORTS TO: Executive Vice President Academic Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6126

JOB SERIES/FAMILY: Administrative Series/Academic Group

LAST REVISED: ~~7/21/09~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Associate Vice President, Human Resources

GENERAL STATEMENT OF RESPONSIBILITIES: To serve as the Chief Human Resources Officer and provide leadership, direction and operational management for the College's Human Resource and Payroll functions.

PRINCIPAL DUTIES: (essential functions)

- Counsels, assists and makes recommendations to leadership, supervisors and employees in matters regarding performance management, disciplinary issues, union negotiations, conflict resolution, complaints, terminations, staffing proposals, grievances, motivation, and leadership, and other HR-related issues.
- ~~Directs contract administration and wage and salary administration. Recommends salaries for new hires, changes to salaries.~~
- Responsible for establishing, administering and maintaining a competitive and comprehensive classification and compensation program system for administrative, professional and support staff. Recommends salaries for new hires, changes to salaries.
- Provides resource information to Vice Presidents, Executive Vice President and the President for internal and external compensation, and benefit studies, and other HR-related laws and information as requested.
- ~~Coordinates, receives, summarizes and takes action and follows up on 60-day and annual feedbacks.~~
- Coordinates staff searches and ensures compliance with applicable employment laws.
- Serves as the chair of the Equal Opportunity Employment/Affirmative Action Committee and conducts orientation of new members.
- Consults with executives in strategic planning for organizational change and current and future staffing needs.
- Recommends and manages benefits and insurances provided by the College. Interprets benefit and leave policies, administers special leave requests and accommodations with employees and supervisors. Serves as the College's Americans with Disabilities Act (ADA) contact for employees.
- ~~Leads, Directs and participates in the operational activities and functions of the department staff in payroll and human resources, day-to-day activities.~~
- Supervises and evaluates staff in payroll, human resources and Retired and Senior Volunteer Program (RSVP).
- Interprets, implements and recommends new and revised College policies and procedures. Ensures compliance with federal and state labor and employment laws, rules and regulations.
- In conjunction with the HR Generalist, recommends, develops, and/or implements training programs concerning search and interviewing committees, new employee orientation, performance management, progressive discipline, conflict management, supervisor training, benefits and other human resource issues. Assists other departments within the College with other appropriate training programs, if needed.

- ~~Develops-Prepares and monitors the annual budget and budget schedules for the HR and Payroll departments.~~ Approves budgets and expenditures in HR, Payroll and RSVP.
- Provides strategic plans, reports, statistics and other written and electronic documents.
- Develops strategic plans and tactical goals for the department, determines scope and priorities of projects; coordinates resources required to achieve goals. Plans and develops department's policies and procedures.
- Monitors and accesses operating results, recommends necessary and prudent modifications, and facilitates processes that result in the elimination of duplicate programs and resources.
- Serves as the College's HIPAA Privacy Officer.
- In accordance with the Risk Management Policy and Program:
 - Serves as the College's Equal Employment Opportunity (EEO)/Affirmative Action Officer and Title IX Deputy Investigator.
 - As designated Equal Employment Opportunity (EEO)/Affirmative Action Officer, the Associate Vice President of Human Resources acts as the chairperson of the Student Judicial Review Board.
 - Serves as a member of the College's Behavioral Intervention Team and Emergency Management Team.
 - If requested, serves as the chief campus administrator in the absence of the ~~P~~resident or Executive Vice President.
- Represents the College at various meetings on and off campus.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of city, state and federal laws, regulations and ordinances that pertain to employment law.

Knowledge of principles and practices of human resource management and administration.

Knowledge of position analysis and classification development.

Knowledge of principles, practices and methods of management and supervision.

Knowledge of principles and practices of compensation and benefit administration.

Knowledge of principles of employee relations, grievance procedures and investigative strategies.

Knowledge of and commitment to diversity, inclusion and equity.

Knowledge of budget preparation, bid and purchasing procedures and expense control.

Knowledge of interpersonal skills using tact and diplomacy.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles of employee relations, grievance procedures and investigative strategies.

Skill in effectively supervising, leading and delegating tasks and authority.

Skill in interacting with people of different social, economic and ethnic backgrounds.

~~Skill in reviewing and preparing narrative and statistical reports and records.~~

Skill in creating and presenting written and oral communication pieces.

Skill in identifying and evaluating problems and implementing effective solutions.

Skill in researching, interpreting and applying rules, regulations, policies and procedures.

Skill in making decisions, maintaining composure and working effectively under stressful conditions and emergency situations.

Skill in preparing budgets and monitoring the disbursement of funds.

Skill in ~~communicating~~ coaching and mediating difficult situations.

Skill in maintaining confidentiality of information.

Skill in operating computer equipment and software applications.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds.

MINIMUM QUALIFICATIONS: Bachelor's degree in human resource management, business, management or a related field and five (5) years human resource management experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Notary and Senior Human Resource Management Certificate (SPHR or SHRM-CSP) preferred.

SECURITY SENSITIVE POSITION: ~~May r~~Requires a criminal background check.

REPORTS TO: Executive Vice President

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6310

JOB SERIES/FAMILY: Administrative Series/Executive Group

LAST REVISED: 9/21/10-01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Bookstore Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: To assist with the day-to-day operation of the bookstore, providing customer service to students, faculty, staff and the general public.

PRINCIPAL DUTIES: (essential functions)

- Assists with questions, book and merchandise purchases, vending machine refunds, financial aid charges, meal card purchases and other items.
- Orders, enters, receives, prices and stocks retail products, clothing, freezer and snack foods and merchandise.
- ~~In collaboration with instructors, may research, select, purchase, price and stock art supplies for classes.~~
- ~~May maintain bookstore web site including programming Insite updates in conjunction with MBS Insite representative, testing, troubleshooting upgrades, and updating merchandise on web site on a regular basis. May order, price and maintain office supplies and other materials for use in Central Stores.~~
- May Assigns assign work to student workers and may assist with scheduling and training.
- ~~May aAssists manager when needed with book orders, book deliveries and ordering required supplies for classes.~~
- Receives books and prices, cleans and sets up shelves, stocks shelves, conducts inventory, returns texts to publisher and maintains supply lists required with text books.
- Works with vendor to process online book and merchandise orders. May update supplies and enter new merchandise on web site.
- May sSorts and reviews the mail, completes purchase orders, receives purchase orders, authorizes payment for invoices and sends paperwork to appropriate departments in manager's absence.
- ~~May perform research, review technology information updates, maintain product database and inventory and make special orders, reseller contracts and returns.~~
- ~~Orders and stocks retail products, clothing and merchandise.~~
- ~~Creates window displays and determines product location.~~
- ~~Checks inventory and stocks and refills as necessary. Participates in end of year inventory process.~~
- Operates a credit card swipe terminal.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of retail sales techniques, processes and principles.

Knowledge of inventory control and maintenance.

Knowledge of accounting and purchasing processes and practices.

Knowledge of computer operations and software applications.
Knowledge of utilizing data to make informed decisions.
Knowledge of customer service techniques.

~~Skill in assisting customers with purchases.~~Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in performing basic mathematical calculations.
Skill in following verbal and written directions.
Skill in maintaining product inventory.
Skill in operating a computer and software applications.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects.~~Work is routinely performed in retail environments. Subject to standing, walking, sitting, bending, reaching, kneeling, reaching above head, pushing and pulling, climbing, stooping and minimal lifting of objects up to 50 pounds.~~

MINIMUM QUALIFICATIONS: High school diploma, with Associate degree preferred and ~~two~~one (1) years retail sale experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~May require Valid Drivers License.~~None.

SECURITY SENSITIVE POSITION: ~~May require~~Requires a criminal background check. ~~May require a motor vehicle record check.~~

REPORTS TO: Bookstore Manager

APPOINTED BY: President.

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4405

JOB SERIES/FAMILY: Student Support Services Series/Bookstore Group

LAST REVISED: 7/16/1301/23/19

Highland Community College Position Description

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TITLE: Bookstore Manager

GENERAL STATEMENT OF RESPONSIBILITIES: To manage and operate the college's bookstore.

PRINCIPAL DUTIES: (essential functions)

- Plans, organizes, schedules and supervises the college's bookstore and textbook operations.
- Prepares purchase orders for bookstore supplies, receives books and merchandise into the POS system and pays invoices.
- Collaborates with faculty to adopt the correct book/editions needed for courses each semester following the Higher Education Opportunity Act guidelines. Places orders through wholesale and retail booksellers.
- Makes retail and wholesale buy back decisions.
- Performs daily reconciliation of drawers, checks, credit cards, and gift certificates using daily sales reports and prepares bank deposits.
- Trains, supervises and evaluates the work performance of assigned staff.
- Assists in the development of the budget, makes recommendations for the purchase of supplies, materials and equipment.
- Researches vendors for best source, price and quality of supplies, materials and inventory for the bookstore.
- ~~Prints, corrects and distributes book order forms.~~
- ~~Makes buy and buyback decisions.~~
- ~~Places orders through wholesale and retail booksellers.~~
- ~~Researches, selects and purchases art supplies, cosmetology kits and other specialty educational materials.~~
- ~~Prepares and maintains a variety of records such as time cards, absence and/or vacation requests and others.~~
- ~~Prepares and maintains reports related to the bookstore and purchase orders, invoices, payroll and others.~~
- Adds books/materials to the bookstore's online web site. Processes completion of online sales and reconciles balance as necessary.
- Participates in the daily activities of the bookstore such as waiting on customers, stocking shelves, conducting inventory and other various duties.
- Operates a credit card swipe terminal.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of retail sales techniques, processes and principles.
 Knowledge of inventory control and maintenance.
 Knowledge of accounting and purchasing processes and practices.
 Knowledge of wholesale textbook buying and return processes and practices.
 Knowledge of supervisory techniques and practices.
 Knowledge of computer operations and software applications.
Knowledge of utilizing data to make informed decisions.
 Knowledge of customer service techniques.

~~Skill in assisting customers with purchases.~~
Skill in responding professionally, effectively and efficiently to customer service requests.
 Skill in maintaining product inventory.
 Skill in planning, assigning and reviewing the work of others.
Skill in resolving conflict; ability to defuse anger.
 Skill in training and providing work direction to others.
 Skill in operating a computer and software applications.
 Skill in monitoring budgets, maintaining inventories and exercising cost containment practices.
 Skill in delivering oral and written instructions.
 Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects. Work is routinely performed in retail environments. Subject to standing, walking, sitting, bending, reaching, kneeling, reaching above head, pushing and pulling, climbing, stooping and minimal lifting of objects up to 50 pounds.

MINIMUM QUALIFICATIONS: Associate's degree in retail, business, management or a related field, Bachelor's degree preferred and two (2) years retail sales and buying experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~May~~ Requires a criminal background check.

REPORTS TO: Vice President, Administrative Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4419

JOB SERIES/FAMILY: Student Support Services Series/Bookstore Group

LAST REVISED: ~~7/16/13~~ 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Cafeteria Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: To assist with the daily operations of the college's cafeteria and provide excellent service to customers.

PRINCIPAL DUTIES: (essential functions)

- Takes orders, serves food, operates the grill, fryer and other equipment, gathers and cleans trays, and wipes down trays, tables, and counters.
- Performs daily set up and tear down of assigned area.
- ~~Breaks down front area after closing.~~
- Cleans various areas such as filters on fans, polishes stainless, washes glass in front displays, wipes out coolers. Washes all dishes, pots and pans, runs dishwasher, and mops dish room.
- Puts away food and beverage deliveries.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

Skill in responding professionally, effectively and efficiently to customer service requests.

Skill in operating kitchen appliances such as grills, fryers, knives and others.

Skill in following oral and written instructions.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in a food service environment. The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 25 pounds. Potential e~~Exposure to hot grease and other objects, open flames, and steam, as well as sanitizing and cleaning agents, atmospheric conditions (odors), hazardous physical conditions (mechanical parts), extreme temperatures and noise.

MINIMUM QUALIFICATIONS: High school diploma and one (1) year food service experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~None.~~ Food Handler Certificate required at time of hire or within one (1) month of hire.

SECURITY SENSITIVE POSITION: ~~May require~~ Requires a criminal background check.

REPORTS TO: Cafeteria Manager

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: 4506

JOB SERIES/FAMILY: Student Support Services Series/Cafeteria Group

LAST REVISED: 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Cafeteria Assistant Manager

GENERAL STATEMENT OF RESPONSIBILITIES: To assist with managing the daily operations of the college's cafeteria and provide excellent service to customers.

PRINCIPAL DUTIES: (essential functions)

- Takes orders, serves food, operates the grill, fryer and other equipment, gathers and cleans trays, and wipes down trays, tables, and counters.
- Performs daily food preparation and cleanup.
- ~~Prepares work and setup lists for the following day.~~
- Checks inventory and maintains list for product ordering. Checks in deliveries and ensures accuracy.
- Assists in monitoring compliance with state and local health and fire regulations regarding food preparation, cooking and serving.
- ~~Cleans various areas such as filters on fans, polishes stainless, washes glass in front displays, wipes out coolers. Washes all dishes, pots and pans, runs dishwasher, and mops dish room.~~
- ~~Helps break down front area after closing.~~
- ~~Fills condiments for following day.~~
- Manages cafeteria in Cafeteria Manager's absence including daily set up and tear down, ordering products, supervising employees and making daily deposits.
- Assists with catering services as necessary.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

~~Food sanitation license required.~~

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

Skill in responding professionally, effectively and efficiently to customer service requests.

Skill in operating kitchen appliances such as grills, fryers, electric slicer, knives and others.

Skill in operating a computer and software applications.

Skill in following and delivering oral and written instructions.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in a food service environment. The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. Potential exposure to hot grease and other objects, open flames, and steam as well as sanitizing and cleaning agents, atmospheric conditions (odors), hazardous physical conditions (mechanical parts) and extreme temperatures.~~

MINIMUM QUALIFICATIONS: High school diploma, and one (2) year food service work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~Food Service sanitation~~ Sanitation Manager license certificate required.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Cafeteria Manager

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4508

JOB SERIES/FAMILY: Student Support Services Series/Cafeteria Group

LAST REVISED: 01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Cafeteria Cashier

GENERAL STATEMENT OF RESPONSIBILITIES: To provide cash register operations for the college's cafeteria and provide excellent service to customers.

PRINCIPAL DUTIES: (essential functions)

- Assists customers with purchases and oOperates the cash register.
- Assists in daily set up.
- May assist in serving food, ~~operating the grill, fryer and other equipment,~~ making coffee, gathering and cleaning trays, and wiping down trays, tables, and counters.
- ~~Assists Cafeteria Manager with daily food preparation, including cooking and serving.~~
- Checks supplies and restocks when necessary.
- Reconciles receipts at the end of the month.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

Skill in responding professionally, effectively and efficiently to customer service requests.

~~Skill in operating kitchen appliances such as grills, fryers, knives and others.~~

Skill in following and delivering oral and written instructions.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in a food service environment. The physical requirements of this position are light work. Exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. Potential exposure to hot grease and other objects, open flames, and steam. Potential exposure to sanitizing and cleaning agents.~~

MINIMUM QUALIFICATIONS: High school diploma, and one (1) year food service work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~May r~~Requires a criminal background check.

REPORTS TO: Cafeteria Manager

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4505

JOB SERIES/FAMILY: Student Support Services Series/Cafeteria Group

LAST REVISED: 08/16/1101/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Cafeteria Manager

GENERAL STATEMENT OF RESPONSIBILITIES: To plan and manage the daily operations of the College's cafeteria.

PRINCIPAL DUTIES: (essential functions)

- ~~Prepares, monitors and manages cafeteria budget, inclusive of inventory purchasing, staffing, supplies, and other uses of resources.~~
- ~~Directs menus, food preparation, presentation, and pricing taking into account inventory, budget and food quality. Completes product order process which includes scheduling and receiving food and supply deliveries and verifying product orders and quality.~~
- ~~Completes or supervises staff in daily activities of the cafeteria such as set up, waiting on customers and daily food preparation, including cooking and serving.~~
- ~~Assists in the preparation, monitoring and management of cafeteria budget, inclusive of inventory purchasing, negotiating prices, staffing, supplies, and other uses of resources.~~
- Ensures and monitors compliance with state and local health and fire regulations regarding food preparation, cooking and serving.
- ~~Completes or supervises staff in daily food preparation, including cooking and serving.~~
- Provides catering services for campus as resources allow.
- ~~Negotiates with vendors.~~
- ~~Coordinates marketing and sales efforts with appropriate College departments.~~
- ~~Completes or supervises staff in serving food, operating the grill, fryer and other equipment, gathering and cleaning trays, and wiping down trays, tables, and counters.~~
- ~~Performs daily cash register close out and reconciliation.~~
- Prepares purchase orders for food, beverages, and supplies.
- ~~Directs daily set up.~~
- Hires, trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- ~~Approves time sheets.~~
- ~~Collaborates with Maintenance Services when experiencing equipment or facility issues.~~
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of budgeting, purchasing and operations in a food service environment.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of utilizing data to make informed decisions.
Knowledge of customer service techniques.
Food sanitation license required.

Skill in operating a cash register.
Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in operating kitchen appliances such as grills, fryers, knives and others.
Skill in operating a computer and software applications.
Skill in following and delivering oral and written instructions.
Skill in identifying problems, evaluating alternatives and implementing effective solutions.
Skill in selecting, organizing and evaluating staff performance.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in a food service environment. The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 25 pounds. Potential exposure to hot grease and other objects, open flames, and steam as well as sanitizing and cleaning agents, atmospheric conditions (odors), hazardous physical conditions (mechanical parts) and extreme temperatures.~~

MINIMUM QUALIFICATIONS: High school diploma, and two (2) years food service management experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Food Service Manager Ssanitation license Certificate required.

SECURITY SENSITIVE POSITION: ~~Will~~Requires a criminal background check.

REPORTS TO: Vice President of Administrative Services

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: ~~Non-~~Exempt

CLASS CODE: 4510

JOB SERIES/FAMILY: Student Support Services Series/Cafeteria Group

LAST REVISED: 11/21/1601/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Communications Operator

GENERAL STATEMENT OF RESPONSIBILITIES: To ~~answer~~ receive and direct visitors, routine and emergency telephone calls, emails and messages and assist with admission department duties providing accurate information and excellent customer service.

PRINCIPAL DUTIES: (essential functions)

- Screens and directs routine and emergency telephone calls and fax messages for the college; ~~T~~ takes messages and disseminates information; and distributes mail internally.
- Maintains campus phone, mail and emergency contact directory. Maintains a weekly calendar of campus events and meetings.
- May prepare student files, assist with data entry for the admission and registration process and prepare reports.
- May perform clerical duties such as processing acceptance letters, correspondence, and proofreading registration forms entered by Admissions and Records.
- May be required to serve on various committees or employee work groups.
- May assign and review the work of student workers.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of principles and practices of answering a switchboard and receiving and routing messages.

Knowledge of file management.

Knowledge of Admissions and Records procedures.

Knowledge of office equipment, and computer operations hardware and software operations.

Knowledge of customer service techniques.

Knowledge of basic functions of department and areas around campus in order to serve as a campus resource.

Knowledge of utilizing data to make informed decisions.

Knowledge, understanding and compliance with Federal and state privacy laws related to students.

Skill in operating office equipment, telephone switchboard system, and computers hardware and software applications.

Skill in composing memos, letters, reports and other documents.

Skill in responding professionally, effectively and efficiently to customer service requests.

Skill in completing tasks thoroughly and with accuracy.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

Skill in problem solving.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are sedentary in nature, exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds.

MINIMUM QUALIFICATIONS: High school diploma, with Associate degree preferred and one (1) year office, customer service or receptionist experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Enrollment and Records

APPOINTED BY: President.

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1105

JOB SERIES/FAMILY: Clerical and Office Series/Clerical and Office Support Group

LAST REVISED: 6/16/0901/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Communications Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To disseminate accurate and timely information to employees, potential students, parents, alumni, local media, area businesses and taxpayers.

PRINCIPAL DUTIES: (essential functions)

- Writes and edits various news releases and promotional publications and promotions for all divisions and departments.
- Shoots, edits and archives photography for the College.
- Writes, edits and assists in the production and design of CollegeFocus magazine.
- Assists in maintaining and monitoring the College's social media efforts.
- Assists in the writing and updating of the College's website.
- Assists with various ~~friend raising and~~ public relations events.
- Writes promotional materials, scripts, media packets and other informational pieces.
- Assists in writing, updating and training of staff for the maintenance of the staff and student portals.
- Assists Director, Marketing and Community Relations in emergency closure and crisis communications with news media
- Occasional evening and/or weekend hours required.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of communication, college operations, programs and emerging trends in education. Knowledge of English usage, grammar, spelling, punctuation and vocabulary as well as writing style followed by the College.

Knowledge of interviewing methods.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in writing press releases, publications, websites and other written communication pieces.

Skill in marketing programs, ideas and new processes and programs.

Skill in organizing people, events and programs.

Skill in photography, including capturing shot, understand framing, color and light and paying attention to detail.

Skill in working with diverse groups of people.

Skill in maintaining confidentiality of information.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

Skill in operating computer equipment and software applications.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 10 pounds.

MINIMUM QUALIFICATIONS: Bachelor's degree in public relations, communication, marketing, English or a related field and two (2) years writing, marketing or public relations work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~May require a criminal background check.~~

REPORTS TO: Director, Marketing & Community Relations

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 24152410

JOB SERIES/FAMILY: General Administrative Series/Marketing & Community Relations Group

LAST REVISED: 08/20/13-01/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Coordinator, Academic Technology Resources

GENERAL STATEMENT OF RESPONSIBILITIES: To develop and promote instructional technology resources and initiatives within the College, and coordinate and integrate technologies supporting the College's global education and workforce initiatives assist students and faculty with learning management systems and education technology to improve student outcomes, and ensure accessibility issues related to online instruction are addressed and comply with applicable regulations.

PRINCIPAL DUTIES: (essential functions)

- Supports the learning management system (LMS) by conducting orientations and training for faculty and students on usage and functionality and assisting with inquiries.
- Manages the College's technology support for distance-online education initiatives.
- Evaluates and recommends educational and training technologies and application to the Vice President, Academic Services Executive Vice President.
- Serves as the College's subject matter expert on issues related to academic learning system technologies in education and training.
- Provides instructional and technical leadership and support for classroom-academic technology and online courses.
- Develops, implements and maintains a faculty mentorship program specifically for distance education.
- Assists faculty in online course material design and development.
- Develops or makes recommendations for improvements to course formats, interactive learning objects and education technology apps to improve delivery, functionality, accessibility and student satisfaction/completion of online content.
- Answers questions, solves problems and provides training on new and existing software programs. Creates, maintains and consults on databases.
- Creates and delivers instructional technology workshops. Coordinates with other departments to provide specific training for staff and faculty.
- Supports students by answering inquiries with regard to educational technology usage and functionality, including hardware and software questions, and performing password resets.
- Reserves, ~~Maintains~~ maintains, checks out, delivers/picks up or arranges for delivery/pick up of the Technology Learning Center by coordinating the use of digital cameras, camcorders, scanners, CD burners, iClickers, Mobile Computing Unit mobile lab, lap tops, microphones, and other equipment and materials for faculty and staff as needed. Provides instruction and assistance with using the equipment.
- Develops instructional web and media-based interactive learning objects.
- Completes course rollovers in LMS.

- ~~Designs and produces digital video, images and audio for academic and marketing purposes.~~
- Oversees the academic technology resources computer lab areas, including hiring, training and supervising staff, providing student support, computer lab maintenance, and communication of issues to the information technology department.
- ~~Designs and develops website materials for online students and faculty, and develops new multimedia for Highland's website, including website assistance with ADA compliance.~~
- Works with college constituencies to develop and encourage best instructional design practices.
- Participates on internal committees and is liaison for other state-wide initiatives to assist with the College's strategic goals.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of academic learning systems technologies in education and training.

Knowledge of principles and practices of instructional technology.

Knowledge of principles and practices within an educational computer laboratory.

Knowledge of learning theories, techniques, web-based learning systems and multimedia.

Knowledge of design and production of digital video, images and audio.

Knowledge of testing and evaluation processes in relation to new learning system technologies.

Knowledge of computer operations and software applications.

Knowledge, understanding and compliance with Federal and state privacy laws related to students.

Knowledge of accessibility guidelines and SARA guidelines as it relates to online classes.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles and practices associated with supervising, training and evaluating workers.

Skill in designing and developing learning materials, including elearning objects.

Skill in communicating effectively orally and in writing.

Skill in learning, ~~and teaching~~ and providing technical assistance to users on ~~new~~ software and technologies, including use of learning resources such as digital cameras, camcorders, scanners, clickers, etc.

Skill in creating and delivering training programs and workshops.

~~Skill in providing technical assistance to users of instructional technologies.~~

Skill in operating computers and software applications.

Skill in assessing and prioritizing multiple tasks, projects demands.

Skill in responding professionally, effectively and efficiently to customer service requests.

Skill in scheduling and assigning the work of others.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. ~~Work is routinely performed in office~~

environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds.

MINIMUM QUALIFICATIONS: Bachelor's degree in education or instructional technology or a related field and two (2) years instructional technology or design experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Executive Vice President, Academic Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2509

JOB SERIES/FAMILY: General Administrative Series/Library and Learning Media Group

LAST REVISED: ~~11/20/201~~201/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Coordinator, Accounting

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the workflow of the accounting department and perform complex accounting duties relating to accounts payable, cash flow, journal entries, payments and audit work.

PRINCIPAL DUTIES: (essential functions)

- ~~Reviews, prepares, and enters processes, reports and monitors accounts payables such as check requests, purchase orders, travel claims, student refunds, and procurement card transactions. Verifies, prepares for payment and prints accounts payable checks for the college and various partners and grant agencies. Verifies online charges for the college credit card system, manages e-refund, runs reports and ensures timely payments are made.~~
- Balances cash daily and audits credit card transactions with batch totals. Reviews the bank accounts which includes the checking, federal and receiving accounts; verifies and researches payments received in the checking account.
- ~~Directs/Coordinates the workflow of the cashier's office and the accounts payable area by determining priorities and setting deadlines to ensure projects and functions are completed efficiently on a timely basis, serving as the point person for TouchNet Payment Gateway for effective processing of payments and the scheduling of student worker assignments.~~
- ~~Monitors cash flow and maintains cash flow statement. Verifies bank deposits and credit card information; trouble shoots various issues. Verifies student loans, returns, payments and makes appropriate journal entries.~~
- Processes and submits ACH payments; administers web check payments.
- ~~Makes/Calculates, prepares and posts journal entries for payroll and monitors spreadsheets and other tracking mechanisms and processes corresponding ACH payments.~~
- Performs month end closing such as balancing cash, running the disbursement register report, calculates, filing, and paying sales tax for the bookstore, and reconciling federal tax accounts and bank accounts.
- Maintains account records for the auditor and assists in the annual audit.
- Prepares and reconciles a variety of reports and financial statements; processes and reports unclaimed property to the state; coordinates 1099-M and 1098T processes.
- ~~Handles correspondence with vendors, verifying orders, dollar amounts, delivery charges and other items.~~
- ~~Responds to inquiries and resolves problems that arise among college employees pertaining to accounts payable items.~~
- ~~Schedules, trains, and assigns work to student workers.~~
- Provides coverage for purchasing and assumes responsibility for accounting operations in the absence of the Manager of Accounting.

Adopted 3/16/1993

Coordinator Accounting.docx Coordinator, Accounting jd.july 2013

- Operates a credit card swipe terminal.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of accounting, auditing, and cash management principles, practices and processes.
Knowledge of financial analysis techniques.
Knowledge of purchasing and college operations and organization.
Knowledge of computer operations and software applications including complex databases and spreadsheets.
Knowledge of utilizing data to make informed decisions.
Knowledge of customer service techniques.

Skill in making calculations, analyses and performing complex accounting tasks.
Skill in analyzing situations and recommending and implementing solutions.
Skill in assigning and reviewing the work of others.
Skill in operating computers and software applications.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are sedentary in nature, exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 10 pounds.

MINIMUM QUALIFICATIONS: Associate degree in Accounting or Business and two (2) years accounting experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Manager, Accounting

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3215

JOB SERIES/FAMILY: Financial and Accounting Series/Accounting Group

LAST REVISED: 7/16/1301/23/19

Highland Community College Position Description

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Coordinator, Business Training

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To coordinate training for businesses and business professionals. To work in partnership with businesses and organizations enabling them to achieve their training goals by designing, developing, coordinating, and conducting large and small scale customized training events.~~

PRINCIPAL DUTIES: (essential functions)

- ~~Markets training programs~~ Develops client relationships by attending district chamber meetings, trade shows or expos, special chamber events and meetings with local businesses.
- Creates marketing content for ~~Designs~~ flyers, postcards, e-mail sales pieces, blasts, and social media posts and provides information to other sources for distribution.
- ~~Assesses training needs of customers and makes recommendations for both standard programs and customized training.~~
- Develops curriculum outline and pricing for standard and customized training.
- ~~Plans, coordinates, markets and implements Community Education Business and Professional Development schedule of classes each semester.~~
- Recruits, screens, hires, develops and evaluates contract and regular instructors to deliver training and other instructional programs offered by the Business Institute.
- Coordinates instructors, equipment, schedule and paperwork for standard and customized training.
- Assesses training needs of customers and makes recommendations for training.
- Evaluates effectiveness of training offered and makes curriculum and/or instructor changes as needed.
- Participates in department assessment, development of goals, marketing plans, and processes.
- ~~Attends local, regional, and state meetings related to grant funding and economic development.~~
- Documents customer contacts in database; sets up, maintains and creates reports.
- Represents the College at various meetings on and off campus.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

~~Knowledge of principles and practices of training courses and programs for adults.~~
~~Knowledge of courses and programs offered by the Business Institute.~~
Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of computer equipment and software applications.
 Knowledge of sales techniques and strategies.
 Knowledge of instructor requirements and instructional principals.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles, practices and methods of management and supervision.

Skill in assessing training needs of organizations.

Skill in making contacts, offering persuasive proposals, and closing a sale.

Skill in determining local market trends and price points.

Skill in operating computer equipment and software applications

~~Skill in coordinating training programs.~~

Skill in prioritizing multiple tasks and demands.

Skill in evaluating and changing course as necessary.

Skill in providing customer service and meeting the needs of customers.

Skill in working independently and demonstrating initiative.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are sedentary in nature, exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Work is routinely performed in a home office environment and in the businesses in the HCC district. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds.

MINIMUM QUALIFICATIONS: Associate's degree in human resources, training, business management or a related field required, -Bachelor's degree preferred, and two (2) years sales or training development experience OR an equivalent combination of education and experience that provide the required knowledge and skills. Must have a computer with internet access for working at home office. Must be able to access transportation for traveling to meetings with clients.

REQUIRED LICENSE/CERTIFICATION: ~~None~~ Valid Driver's License.

REPORTS TO: ~~Dean, Business & Technology~~ VP, Business, Technology and Community Programs

APPOINTED BY: President.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5312

JOB SERIES/FAMILY: Community and Partnership Series/Business Institute & Conference Center Group

LAST REVISED: 12/21/1001/23/19

**Highland Community College
Position Description**

CORE VALUES AND EMPLOYEE CHARACTERISTICS: Highland Community College has adopted a set of Core Values and Employee Characteristics that it believes each employee must model in order for the College to provide a supportive and productive working and learning environment. These Core Values are Integrity, Compassion and Respect. The Employee Characteristics are Commitment, Interpersonal Skills, Lifelong Learner and Sound Judgment.

TITLE: Coordinator, Career Services

GENERAL STATEMENT OF RESPONSIBILITIES: To help students and alumni achieve academic and career goals by providing guidance and advisement during the career decision-making process and developing student skills related to career development. Oversees on campus employment of student workers. Provides academic advising services as a member of the advising team as needed.

PRINCIPAL DUTIES: (essential functions)

- Administers the Student Worker, Assistant and College Work Study programs.
- Coordinates career information, career development, and job placement services including administration of software tools, use of social media and other web-related resources, classroom visits, career fairs, workshops, and other resources pertaining to career services.
- Counsels students regarding the career development process, including administering and interpreting career assessment instruments such as the Myers-Briggs Inventory and Strong Interest Inventory.
- Advises students individually and in class presentations regarding resume writing, interviewing and job search skills.
- Provides current information to our students about career, internship and other workplace opportunities within and around the HCC district.
- Designs and implements outreach and promotional programs to encourage use of career services by students, employers, alumni, faculty and staff.
- Provides services to students in order to facilitate their career decision making process.
- Represents the College at various meetings on and off campus.
- Works closely with governmental employment service agencies in order to share information and resources.
- Assists and monitors identified at risk students with career focused counseling and materials.
- Oversees ~~day-day-to-to-day~~ operations of the career center and the center's budget. Plans priorities for the department and implements best practices.
- Develops a system of faculty referrals to business and industry regarding student placement.
- Provides training for students to augment their career awareness, career exploration and job search skills.
- ~~Administers the Student Worker, Assistant and College Work Study programs.~~
- Shares current and projected employment trends with students and effected personnel.
- Coordinates with institutional research department on efforts to provide data concerning job placement and career mobility of our students and former students.
- Develops, sustains and enhances relationships with employers that foster job placement and other workplace opportunities.

- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives within the department.
- ~~Advises students and prospective students related to classes, degrees, transfers, careers, etc. as needed.~~
- Retrieves, utilizes and reports information on the computer pertaining to students.
- Provides training for other members of the team with respect to career exploration and advising undecided students.
- Works with colleagues to support student retention and transition.
- Assists with continuing evaluation of current and new processes.
- Assists with development and maintenance of reporting mechanisms to recognize at-risk students.
- Participates proactively, and displays initiative, in helping students through the career development and job search process.
- Has a long-term recruitment and retention focus utilizing positive representation of the college to students and the public.
- ~~Works on a rotational schedule with other Student Advisors to allow for scheduled meetings and walk-ins.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of college programs, degree and certification programs and transfer requirements.

Knowledge of academic resources.

Knowledge of documenting information accurately.

Knowledge of advising and career counseling practices, principles and processes and college policies and procedures.

Knowledge of resources for career opportunity exploration and forecasting.

Knowledge of job search skill development.

Knowledge of computer operations and software applications.

Knowledge of community resources.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge, understanding and compliance with Federal and state privacy laws related to students.

Skill in reviewing student history and interests and recommending possible educational or career options.

Skill in working with a diverse pool of students, community partners, and cultural and professional styles.

Skill in responding professionally, effectively, and efficiently to customer service requests.

Skill in operating computers and software applications.

Skill in communicating effectively one-on-one or in groups.

Skill in communicating effectively in writing and verbally.

Skill in building partnerships and maintaining relationships.

Skill in multitasking, taking initiative and utilizing a strong work ethic.

Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

Skill in developing and presenting training opportunities for students, alumni and the community.

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and~~

pulling, climbing, stooping and occasional lifting of objects up to 10 lbs. The physical requirements of this position are sedentary in nature, exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

MINIMUM QUALIFICATIONS: Bachelor's degree in human resources, student personnel, psychology, counseling or related field, and three (3) years' work experience in career services, human resources, advising or communication field in an academic environment OR an equivalent combination of education and experience that provide the required knowledge and skills. Master's degree in human resources, student personnel, psychology, counseling or related field and experience working in a higher education career services or advising area preferred.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License. Certifications required in Strong Interest Inventory and Myers-Briggs Type Indicator within six months of hire (unless incumbent possesses a Master's degree in a field as noted above).

REPORTS TO: Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4109

JOB SERIES/FAMILY: Student Support Services Series/Academic Advising Group

LAST REVISED: 01/23/19

Highland Community College Position Description

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TITLE: Coordinator, Conference Center and Business Institute

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate events within the Conference Center and Business Institute; as well as provide office and administrative support.

PRINCIPAL DUTIES: (essential functions)

- ~~Coordinates scheduling and use of Conference Center, athletic fields and classroom facilities for internal and external customers. This includes assessing the needs of the customer, preparing and negotiating proposals, and enters the information in the scheduling software, Banner and campus calendar and planning and arranging equipment and facility set up, catering and other requirements.~~
- ~~Builds-Develops and maintains relationships with business-facility customers. Provides information to clients regarding availability, pricing and regulations for Conference Center and athletic fields use. Ensures customer satisfaction with facility usage and resolves issues as necessary.~~
- ~~Coordinates the set-up and tear-down of rooms with custodial and audio visual staff.~~
- ~~Develops catering process and manages authorized caterers.~~
- ~~Attends and coordinates events, troubleshoots problems, issues and other logistics.~~
- ~~Provides administrative support to the Business Institute and Conference Center, including entering and maintaining records, generating month end reports and setting up customized training as needed; supports Administrative Services with the Policy Review Committee and Protection, Health & Safety Advisory Committee, including any sub-group as requested.~~
- ~~Completes monthly financial reports, tracks income and expenses, submits conference center records and assists with the budget process.~~
- ~~Recommends budgeted revenue and expenses, generates billing, completes deposits, and follows up on account receivable for Conference Center and Business Institute.~~
- ~~Supports the CDL Truck Driver Training by reconciling revenue and expense for students; resolves issues between Highland and agencies.~~
- ~~Oversees and assigns work of student worker.~~
- ~~Serves on various committees or employee work groups.~~
- ~~Completes and maintains Business Institute grant records such as applications, monthly and final reports, billing and journal entries.~~
- ~~Completes and maintains Business Institute records (such as class information, Banner entry, billing and reports) for all non-grant classes.~~
- ~~Develops, implements and maintains office procedures and operations of the Business Institute.~~
- ~~Works with other staff in setting up and following procedures for course registration and payment.~~

- ~~Assists with the creation of approved marketing pieces for the Conference Center and Business Institute.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of principles and practices of event planning, scheduling and logistics.
Knowledge of accounting, auditing and budgeting processes and procedures.
~~Knowledge of principles and practices of accounting and bookkeeping.~~
Knowledge of computer equipment and software applications.
Knowledge of practices and techniques of office management.
Knowledge of utilizing data to make informed decisions.

Skill in planning and coordinating events, schedules, facilities and people.
Skill in performing accounting and bookkeeping activities.
Skill in operating computer equipment and software applications.
Skill in determining local market needs and price points.
Skill in prioritizing multiple tasks and demands and meeting deadlines.
Skill in providing customer service. Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in identifying problems, evaluating and implementing effective solutions.
Skill in working independently and demonstrating initiative.
Skill in utilizing data to make informed decisions.
Skill in establishing and maintaining effective relationships with co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are light work. Work is routinely performed in office environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 20 pounds. Exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.

MINIMUM QUALIFICATIONS: ~~Associate's degree in office management, accounting~~Business, Office Technology, or a related field and two (2) years office or event planning work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Vice President, Administrative Services (Primary)
~~Associate Dean, Business & Technology~~VP, Business, Technology and Community Programs (Secondary)

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5310

JOB SERIES/FAMILY: Community and Partnership Series/Business Institute & Conference Center Group

LAST REVISED: ~~1/23/08~~01/23/19