

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, Instructional Services (Adult Education Programs) (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate instructional services within the adult education department.

PRINCIPAL DUTIES: (essential functions)

- Hires, supervises, trains and evaluates instructional staff. Conducts monthly staff meetings and participates in outreach coordination meetings.
- Develops new curricula and revises existing curriculum; ensuring department objectives and ICCB requirements are met. Implements curricula and evaluates through student outcomes and performance standards.
- Develops, plans, and implements staff development programs and activities for instructors.
- Delivers online instruction and one-on-one instruction as needed.
- Coordinates the program operation by supplying substitute instructors, ordering supplies, evaluating instructional materials, planning annual calendar and scheduling classes.
- Assists in defining and implementing the departments strategic goals.
- 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 English usage, grammar, spelling, punctuation and vocabulary.

Knowledge of principles and practices of adult education, GED educational programs and reading programs.

Knowledge of practices and processes of curriculum development and implementation.

Knowledge of the reading and instructional processes.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of utilizing data to make informed decisions.

Knowledge of computer ~~hardware~~ operations and software applications.

Skill in developing and evaluating curriculum.

Skill in selecting, organizing and evaluating staff performance.

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

Skill in operating a ~~computer hardware~~ and software applications.

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: Bachelor's degree in education, learning disabilities or related field and three (3) years experience in adult education programming OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director of Adult Education Programs

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 5112

JOB SERIES/FAMILY: Community and Partnership Series/Adult Education Group

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

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TITLE: Coordinator, Learning Services

GENERAL STATEMENT OF RESPONSIBILITIES: To promote student success and increase student retention by coordinating tutoring programs and resources and to provide assistance to support students in a lab or open classroom through a variety of means such as proctoring tests, delivering courses and workshops and providing information and resources.

PRINCIPAL DUTIES: (essential functions)

- Supports student retention efforts by meeting with “at-risk” students including those on financial aid and academic probation, managing Early Alert referrals, assessing needs, consulting with instructors, developing learning strategies and working with them to become more resilient learners.
- In relation to LIBS 199 (First Year Experience), identifies appropriate instructors, plans course curriculum, chooses course materials, reserves facilities, secures guest speakers, and evaluates instructors, and courses, and completes assessment of student learning.
- Supports Testing Center operations, including administering a variety of tests.
- ~~Supports student retention efforts by meeting with “at-risk” students, including Early Alert and those on financial aid and academic probation, assessing their needs, developing learning strategies and working with them to become more resilient learners.~~
- ~~Implements and evaluates academic support programs.~~
- ~~Trains, supervises and evaluates part time instructors for College Success Skills and Writing Workshops. In addition to study skills and other topics, provides individualized math, writing and science tutoring to students with a wide range of skill levels.~~
- Delivers up to 4 credit hours of FYES courses each semester, conducts workshops, develops curriculum, tracks student progress and interacts with instructors and students.
- Develops, implements and coordinates tutoring services.
- Supervises, trains and evaluates tutors and paraprofessional staff. Prepares work schedules and monitors study groups.
- Oversees and assigns the work of student tutors.
- Tracks and analyzes tutoring and Early Alert data to inform decision making.
- Researches best practices of tutoring, Early Alert and First Year Experience programming to make recommendations for improvements.
- Promotes study groups, tutoring services and First Year Experience courses and functions campus wide.
- ~~Serves as a liaison for students, faculty and academic support programs to review, develop, implement and evaluate activities designed to enhance student retention.~~
- ~~Delivers courses or workshops, develops curriculum, tracks student progress and interacts with instructors and students.~~
- ~~Supports Testing Center operations, including administering and evaluating Placement Tests, CLEP Tests and Fast Forward.~~

- 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 principles and practices of testing and student assessment.

Knowledge of principles, practices and processes of learning and teaching.

Knowledge of instructional techniques and processes.

Knowledge of practices and processes of curriculum development and implementation.

Knowledge of principles and practices in working with a diverse student population.

Knowledge of principles and practices of supervising and evaluating staff.

Knowledge of utilizing data to make informed decisions.

Knowledge of computer operations and software applications.

Skill in developing and evaluating curriculum, delivering instruction and assessing learning.

~~Skill in coordinating assessment programs.~~

Skill in providing tutoring and special instruction to diverse student populations.

Skill in supervising, and assigning and reviewing the work of others.

~~Skill in developing and evaluating curriculum.~~

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

Skill in responding to inquiries, disseminating information and providing instructional resources.

~~Skill in assessing students.~~

Skill in operating computers and software applications.

Skill in communicating effectively orally and in writing.

Skill in interpersonal and public speaking.

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

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in classroom environments. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 10 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: ~~Bachelor's-Master's degree in developmental education or a related field required, Master's degree preferred and three (3) years experience in assessing learning needs OR an equivalent combination of education and experience that provide the required knowledge and skills.~~

REQUIRED LICENSE/CERTIFICATION: ~~None.~~ Certified to administer Pearson VUE, CLEP, WorkKeys and DSST within three to six (3-6) months of hire preferred.

REPORTS TO: Director, Learning and Transitional Education Services

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: ~~Non-e~~Exempt

CLASS CODE: 4710

JOB SERIES/FAMILY: Student Support Services Series/Learning Services Group
LAST REVISED: ~~11/21/16~~01/23/19

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TITLE: Coordinator, Lifelong Learning Program*

GENERAL STATEMENT OF RESPONSIBILITIES: To build and maintain a sustainable and profitable Lifelong Learning program that meets the needs and expectations of Highland's district.

PRINCIPAL DUTIES: (essential functions)

- Administers the delivery of Lifelong Learning classes including planning course offerings, developing course titles and writing/editing course descriptions, determining course fees, and coordinating locations, times and other logistics.
- Recruits, screens, and hires part-time instructors for the Lifelong Learning program. Negotiates instructional rates and ensures completion of necessary paperwork for payment.
- Communicates and markets existing and planned Lifelong Learning programs within the district through presentations, open houses, fairs, and social media.
- Manages the online payment system for Lifelong Learning courses and generates reports as needed.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Evaluates course offerings for future schedules.
- Prepares and manages the annual budget and makes recommendations for the purchase of supplies, materials and equipment.
- 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 computer operations and software applications.

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

Knowledge of administrative procedures in an educational environment.

Knowledge of utilizing data to make informed decisions.

Skill in organization, planning and project management.

Skill in communicating effectively orally and in writing.

Skill in using good judgement and decision making.

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 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 Adult Education, Community Education, Business, or related field and two (2) years project management or program coordination experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Driver's license required.

REPORTS TO: Vice President, Business, Technology and Community Programs

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5420

JOB SERIES/FAMILY: Community and Partnership Series/ Lifelong Learning Group

ADOPTED: 01/23/19* [Pending Board Approval]

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TITLE: ~~Coordinator, Volunteer Services~~Literacy and ESL Programs ~~(Adult Ed / RSVP)~~(Grant Funded)

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

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the recruitment, selection and assignment of volunteers ~~in various community programs~~for the Adult Literacy Program, supervise the English as a Second Language (ESL) program and provide support for Adult Basic Education/Adult Secondary Education/High School Equivalency (ABE/ASE/HSE) classes and instructors.

PRINCIPAL DUTIES: (essential functions)

- ~~Recruits, and trains, supervises and supports~~ volunteers.
- Enrolls, tests, assesses and prepares individual student literacy learning plans based on assessment, student goals, learning styles, and academic interests. Selects online study materials and chooses applicable tutoring strategies and methods.
- Supervises, supports and advises volunteers. Matches tutors with students/classroom and monitors progress of student based on learning plan, revises plan as necessary.
- ~~May assist with development~~Develops and implements of annual literacy grant, submitting grant reports, monitoring outcomes and meeting all grant requirements.
- ~~Conducts project evaluation analysis of program goals, objectives and achievements.~~
- Coordinates annual recognition program for volunteers.
- ~~Participates in community awareness plan with other departments or agencies.~~
- ~~May collect and track program reports, records and data.~~
- ~~Depending on the program requirements may: coordinate transportation for volunteers, serve as project coordinator for related State grant programs, and/or act as spokesperson for the program.~~
- Supervises the ESL program, including interviewing instructors, mentoring and training new instructors, conducting or facilitating professional development opportunities, testing and assessing student skill level, and selecting instructional resources for program.
- Supports the ABE/ASE/HSE programs by evaluating student skill level, assessing student goals, making recommendations, providing guidance to instructors regarding instructional materials and student issues, and conducting or facilitating professional development opportunities.
- Participates constructively in a team setting in the program's management team.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of principles and practices of recruiting and retaining volunteers.

Knowledge of principles and practices of adult education.

Knowledge of principles, practices and processes of testing.

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

Knowledge of K-12 reading, writing and math instruction.

Knowledge of grant reporting and administration.

Knowledge of English as a Second Language instruction.
Knowledge of principles and practices of program development and implementation.
Knowledge of utilizing data to make informed decisions.
Knowledge of computer hardware operations and software applications.

Skill in recruiting, training, assessing and supervising volunteers.
Skill in verbal and written communication.
Skill in building rapport with culturally and socioeconomically diverse adults of all ages.
Skill in developing and maintaining partnerships with social service and community agencies.
Skill in accessing, inputting and retrieving information from the computer.
Skill in overseeing program components and services provided to customers/clients.
Skill in researching, analyzing information, developing programs, implementing plans, presenting information and evaluating results.
Skill in evaluating curriculum and staff performance.
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 20 pounds.

MINIMUM QUALIFICATIONS: Associates or Bachelor's degree in education or related field required depending on program requirements and two (2) years experience recruiting and coordinating volunteers or adult education programming OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None. (Valid Driver's License may be required, depending on program requirements.)

REPORTS TO: Various Director, Adult Education Programs
Director, Retired Senior Volunteer Program

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5110

JOB SERIES/FAMILY: Community and Partnership Series/Adult Education Group

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

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TITLE: Coordinator, Nursing and Allied Health*

GENERAL STATEMENT OF RESPONSIBILITIES: To provide assistance to the dean in the day-to-day management of the Nursing and Allied Health programs, promote student success through support services, and oversee and maintain the activities and confidential files of students enrolled in classes and programs within the department.

PRINCIPAL DUTIES: (essential functions)

- Teaches a minimum of one class or lab/clinical each fall and spring semester not to exceed six contact hours.
- Provides oversight of the medical assistant practicum experience by selecting and approving appropriate practicum sites, providing orientation for the on-site supervisors, assigning practicums, and evaluating and assessing clinical sites. Ensures clinical sites meet compliance standards.
- Implements, coordinates and administers processes and procedures for the College's Medical Assistant Program. In consultation with the Associate Dean of Nursing and Allied Health, develops, modifies, and recommends changes in policies and procedures with the input of appropriate faculty and staff. Applies continuous improvement strategies in processes and procedures in relation to the Medical Assistant Program.
- Prepares and maintains a variety of federal and state reports, self-study reports for accreditation, plans and surveys, and questionnaires as required.
- Coordinates Nursing/Allied Health programs by setting class schedules, managing clinical schedules and acting as a liaison between students, the associate dean, faculty and clinical sites and participating in the selection process for nursing students by reviewing, organizing and prioritizing student files for admission.
- 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.
- Provides resources or makes referrals to support educational success in Nursing/Allied Health programs.
- Advises students prior to and following admittance to the Nursing and Allied Health programs individually or through group presentations on processes, courses, degrees, transfer options and skill development.
- Organizes, participates in and promotes Nursing and Allied Health recruiting events and other outreach programs to provide program and general information.
- Coordinates and conducts student orientations and other student events.
- Maintains and assures confidentiality, accuracy and completeness of student files, including credentials and supporting documentation.
- Maintains inventory of all nursing lab supplies and equipment and student access to labs.

- Collects and reviews data for Board of Nursing accreditation standards; assists in curriculum revisions as necessary.
- Researches and provides suggestions for new programs within the Nursing/Allied Health division.
- Gathers and enters information into the computer for reports and other documents.
- Represents the College at various meetings on and off campus.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of the English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of the college Nursing/Allied Health programs, transfer requirements and professional standards.
Knowledge of medical assistant program curriculum.
Knowledge of computer equipment and software applications.
Knowledge of technology used in teaching and learning.
Knowledge of advising practices, principles, and processes.
Knowledge of utilizing data to make informed decisions.
Knowledge of evaluating student learning and performance effectively.

Skill in communication effectively one-on-one or in groups.
Skill in instruction and engaging students in learning.
Skill in effectively using organization and planning skills.
Skill in operating computers, software programs, office equipment and nursing equipment.
Skill in maintaining confidential information.
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. Potential exposure to chemicals, blood and other body fluids.

MINIMUM QUALIFICATIONS: Associate's degree in healthcare field with (1) year of experience in healthcare 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: Associate Dean, Nursing and Allied Health

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 8105

JOB SERIES/FAMILY: Academic Series/ Health, Natural Science and Mathematics

ADOPTED: 01/23/19* [Pending Board Approval]

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TITLE: Coordinator, Testing Center

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the operations of the HCC Testing Center for internal and external customers.

PRINCIPAL DUTIES: (essential functions)

- Administers, proctors, and transmits results of various tests conducted through the Testing Center including standardized tests such as CLEP, Pearson, SAT and DSST.
- Coordinates Quick Start and dual credit testing.
- Communicates testing program policies, procedures, and schedules.
- Maintains integrity and security of testing environment by tracking inventory of tests and materials, reviewing procedures for security, and insuring proper storage and return of test materials to testing companies.
- Trains, mentors, and schedules the work of other Testing Center staff, including ~~hiring~~ overseeing and overseeing-assigning work of student workers.
- Observes college, state, federal and test agency policies and procedures for security/confidentiality of testing records.
- In conjunction with supervisor, develops and updates testing services, policies, and procedures. Expands testing services through exploration and development of new testing contracts to meet student and community needs.
- Tracks and generates reports relating to Testing Center usage and statistics.
- Gathers feedback from faculty and students on Testing Center services.
- Collaborates with Coordinator, Disability Services to ensure appropriate testing accommodations are made when necessary.
- Orders and maintains an inventory of office supplies; collects and deposits money from testing fees.
- Is required to flex weekly hours as needed to cover evening hours.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of principles, practices and processes of testing.
 Knowledge of principles and practices in working with a diverse student population.
 Knowledge of computer operations and software applications.
 Knowledge of report preparation and formatting.
 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 operating office equipment, ~~and computers hardware~~ and software applications.
Skill in communicating effectively.
Skill in maintaining confidential information.
Skill in performing basic mathematical calculations.
Skill in conflict resolution methods.
Skill in effectively using organization and planning skills, including the use of attention to detail and follow through.
Skill in scheduling and assigning work to others.
Skill in composing memos, letters, reports and other documents.
Skill in establishing and maintaining effective relationships with 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 10 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: Bachelor's degree required, with two (2) years experience providing tests in an academic setting or standardized testing environment preferred OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License. Bachelor's degree is required for administering certain tests. Certified to administer Pearson VUE, DSST, and CLEP testing as well as gain Accuplacer credentials within two (2) months of hire.

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

REPORTS TO: Director, Learning and Transitional Education Services

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: 47164708

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

REVISED: 02/10/1801/23/19

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TITLE: Coordinator, Upward Bound (Grant Funded)

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

GENERAL STATEMENT OF RESPONSIBILITIES: To promote student success in development toward college preparation by coordinating the College's Upward Bound program and resources through a variety of means such as delivering courses, facilitating workshops, providing information and resources, managing staff, assessing success, and grant reporting.

PRINCIPAL DUTIES: (essential functions)

- Provides overall program coordination and direction of the day-to-day program operations of the Upward Bound program.
- Assists in the development and implementation of program goals and objectives.
- Plans and implements all project programs.
- Identifies and recruits program participants; aids in identifying and meeting academic needs of participants.
- Advises, teaches, tests and motivates program participants.
- Assists with college preparation including ACT/SAT preparation, college and scholarship application assistance, and financial aid applications.
- Recruits, trains, supervises and evaluates the work performance of assigned staff and attends evening tutoring (requires some evenings). Recommends an employee for promotion, reassignment, discipline and termination.
- Communicates with school personnel regarding program visits and student concerns.
- Teaches Summer Program courses and co-plans and participates in summer program activities (requires some overnight responsibilities).
- Facilitates workshops regarding test preparation, student skill development and the college-going process at monthly Saturday Back-to-Campus events (requires monthly weekends).
- Administers grade level appropriate self-assessments in areas of personal/social development and career exploration.
- Plans and leads college visits each semester (requires some overnight and weekend responsibilities).
- Assists with program communication and presence to include website maintenance, social media presence, and mailings.
- Contributes to a collegial and supportive environment that advances the goals and objectives of Upward Bound, including curriculum development, assessment and other program activities.
- Assists with writing reports, new proposals and other communications concerning all aspects of the grant.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of programs, practices and performance measures of the Upward Bound project.

Knowledge of principles, practices and techniques of motivating and coaching program participants.

Knowledge of principles, practices and processes of learning and teaching.

Knowledge of instructional techniques and processes.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

Knowledge of principles and practices in working with high risk student population.

Knowledge of computer hardware and software applications.

Knowledge of budget management, grant administration, revenue sources and the financial management of a public program.

Knowledge of strategic planning and research and analysis strategies.

Knowledge of utilizing data to make informed decisions.

Knowledge of personnel management and supervisory principles and practices.

Skill in assessing and reporting the program's goals and objectives.

Skill in advising and advising high risk students.

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

Skill in developing, implementing and evaluating policies and procedures.

Skill in selecting, organizing and evaluating staff performance.

Skill in operating computer hardware and software applications.

Skill in establishing and maintaining effective relationships with co-workers and others.

Skill in developing and presenting program opportunities to students and school personnel.

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: Bachelor's degree in education or closely related field with a Master's preferred and two (2) years working in an educational setting, preferably high school. OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, TRiO Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4930

JOB SERIES/FAMILY: Student Support Services Series/Upward Bound Group

LAST REVISED: 01/23/19

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TITLE: Coordinator, Women's Athletics

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the Women's intercollegiate athletics programs, providing direction and supervision of the women's volleyball, bowling, basketball and softball teams; assisting-assists the Athletic Director and supporting supports the college's Physical Education program offerings.

PRINCIPAL DUTIES: (essential functions)

- ~~Provides direction and supervision of the women's volleyball, basketball and softball teams. Oversees female student athletes in regards to academic and athletic goals.~~
- Coordinates and organizes women's athletics programs. Supervises and schedules games, monitors eligibility, maintains equipment and coordinates public relations activities.
- Serves as coach of one sport and assistant coach of another, scheduling practices, coordinating travel, compiling and entering statistics, and organizing and participating in fundraisers.
- As part of coaching responsibilities, recruits student athletes, coordinates campus visits, and promotes athletic programs.
- Instructs up to 69 credit hours of physical education courses fall, spring and summer semesters.
- Coaches two sports.
- Supports and advises in regards to academic and athletic goals.
- Acts as backup to the Automated External Defibrillator Coordinator for the MERP Program.
- Oversees home basketball games for both men's and women's teams as well as tournaments; coordinates and trains personnel at contests.
- Maintains athletic equipment and ~~o~~Oversees the preparation of softball fields.
- Helps maintain social media presence for Athletic Department.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of intercollegiate athletic programs, rules and regulations.
 Knowledge of principles, practices and techniques of coaching.
 Knowledge of principles and practices of teaching and learning.
Knowledge of physical education and related concepts, with particular expertise in a specific field.
 Knowledge of safety and first aid techniques.
Knowledge of strength and fitness conditioning.
Knowledge of utilizing data to make informed decisions.
 Knowledge of computer operations and software applications.

Skill in coaching individuals and teams.
Skill in coordinating events and activities.
Skill in communicating effectively both orally and in writing.
Skill in teaching and assessing students abilities and skills.
Skill in performing basic first aid.
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: ~~Work is routinely performed in gyms, on playing fields and other recreational environments. Subject to standing, walking, sitting, bending, reaching, running, jumping, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 50 pounds. 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. Exposure to extreme temperatures. Potential exposure to hazardous materials (bloodborne pathogens).~~

MINIMUM QUALIFICATIONS: Bachelor's degree in education, athletic training, coaching or a related field. Master's in related field preferred. -and three (3) years coaching experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License. First Aid certification and Automated External Defibrillator certification preferred within one year of hire.

REPORTS TO: Director Athletics & Physical Education

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4310

JOB SERIES/FAMILY: Student Support Services Series/Athletics and Arts 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: Database Administrator/System Administrator

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To maintain the college's Oracle databases, UNIX servers and the applications that run on the servers~~ To deliver consistent, reliable, and up-to-date Enterprise Resource Planning (ERP) and related services to the staff, faculty and students by installing, configuring and upgrading the IT infrastructure (servers and applications) used for ERP.

PRINCIPAL DUTIES: (essential functions)

- Installs, configures, maintains and upgrades Highland's ERP system, including operating system, database, applications and middleware (e.g. Banner, ODS, Linux).
- Installs, configures, maintains and upgrades third party products that integrate with Highland's ERP systems (e.g. TouchNet, WebFocus, eVisions).
- Configures, maintains and upgrades Highland's Customer Relationship Management (CRM) system tools (Salesforce.com).
- Installs, configures, maintains and upgrades ERP software toolset that is necessary or useful for managing the ERP environment (e.g. ESM, Oracle Enterprise Manager, NetCOBOL).
- Configures, maintains and upgrades the College's Highland mobile app.
- Maintains SSL certificates on ERP servers.
- ~~Reviews system and database activity, backup logs, available storage and researches unusual events daily. Resolves issues to ensure servers are available for use.~~
- Maintains efficient and reliable backup, recovery, and archival procedures.
- ~~Maintains servers and databases by researching upcoming software releases and patches on listservs and vendor websites. Downloads, stages, prints documents and installs new releases and patches.~~
- Maintains security related functions for business continuity and information assurance of all campus UNIX/Linux ERP servers.
- Provides internal support to the department by strategizing on future technology needs, planning future budgetary needs, researching latest security vulnerabilities, and operating system and application software upgrades and patches.
- Acts as a backup to the Network Administrator.
- Attends IT conferences and meetings.
- Responds 24 hours a day, 7 days a week to a downed system or service.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of information technology practices, standards and protocols.

Knowledge of Linux or UNIX operating system administration.

Knowledge of database concepts and database administration, preferably Oracle.
Knowledge of major administrative or educational computer systems, preferably Banner.
~~Knowledge of systems administration and program and/or web application development.~~
 Knowledge of troubleshooting techniques used to resolve system related problems.
 Knowledge of SQL programming, database systems and development theories.
 Knowledge of local area networks, client-server technology, computer networking.
Knowledge of utilizing data to make informed decisions.
Knowledge of information technology security concepts.
~~Knowledge of database integrity and security standards.~~

Skill in installing, deploying and upgrading servers and database systems.
 Skill in monitoring and analyzing the performance of servers and database systems.
~~Skill in providing technical assistance to other ITS staff regarding database issues and problems.~~
 Skill in maintaining documentation and performing routine systems and database maintenance activities.
 Skill in responding professionally, effectively and efficiently to customer service requests.
 Skill in prioritizing multiple tasks, projects and demands.
 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 60 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 work experience managing Linux/UNIX systems and, administering Oracle Application Server and Database Server, working with SSL certificates, database and/or ERP administration experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None. ~~Oracle Certified Professional preferred.~~

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: 2319

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

LAST REVISED: ~~10/25/11~~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: Dean, Humanities, & Social Sciences, and Fine Arts

GENERAL STATEMENT OF RESPONSIBILITIES: To provide supervision and direction for the programs within the Humanities, Social Sciences, and Fine Arts areas of the College.

PRINCIPAL DUTIES: (essential functions)

- Trains, supervises and evaluates the work performance of assigned staff and faculty. Recommends an employee for promotion, reassignment, discipline and termination.
- Development, supervision, coordination and evaluation of the instructional programs related to areas of assignment.
- Directs the development of class schedules and teaching assignments and efficiently distributes teaching loads.
- Directs and coordinates all aspects Humanities, Social Sciences, and Fine Arts education related funding options, grants, and state and federal requirements.
- Actively participates in and seeks opportunities to develop and promote new and existing programs and courses.
- ~~Trains, supervises and evaluates the work performance of assigned staff and faculty. Recommends an employee for promotion, reassignment, discipline and termination.~~
- ~~Directs the development of class schedules and teaching assignments and efficiently distributes teaching loads.~~
- Prepares and manages the annual budget and makes recommendations for the purchase of supplies, materials and equipment.
- Interprets administrative policies to faculty and staff and represents division faculty and staff members to the administration.
- 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.
- 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.~~
- Participates in Oversees and facilitates the assessment of student learning within the division, AQP Participates in the College accreditation process, and other projects as assigned.
- 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 needed.
- Participates in collective bargaining if requested.

- ~~Interprets administrative policies to faculty and staff and represents division faculty and staff members to the administration.~~
- ~~Mentors new faculty.~~
- Directs and coordinates Friends of the Fine Arts.
- In accordance with the Risk Management Policy and Program:
 - Reviews student complaints.
 - Oversees and monitor instructor and student travel.
 - Serves as a member of the College Emergency Management Team.
 - ~~Perform safety assessments of the College's Fine Arts production equipment.~~
 - ~~Oversee the Theater Department's use of machinery and chemicals.~~
- Provides oversight of the International Preservation Studies Center.
- Facilitates and manages the Leadership Programs. May be asked to teach up to 6 contact hours during the fall and spring semester.
- 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 instructional 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 personnel management and supervisory principles and practices.

Knowledge of utilizing data to make informed decisions.

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

Knowledge of research and analysis techniques and strategies.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

~~Knowledge of personnel management and supervisory principles and practices.~~

Skill in operating computers and software applications.

Skill in assessing community needs and developing responsive programs.

Skill in effectively leadership, 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.

~~Skill in developing short and long range goals for enrollment and retention, including assisting in marketing and developing new programs and continuing to promote existing programs and courses.~~

~~Skill 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 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: Master's degree in humanities, social sciences, fine arts or a related field and five (5) years teaching experience at the college level 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: Executive Vice President

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 61106130

JOB SERIES/FAMILY: Administrative Series/Academic Group

LAST REVISED: 11/17/15-01/23/19

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: Digital Media and Creative Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: Responsible for the day-to-day content creation and maintenance for various digital platforms; serves as the webmaster for the College website. Uses graphic design skills to create literature, advertising and marketing executions.

PRINCIPAL DUTIES: (essential functions)

- Assists in coordinating and implementing marketing projects with responsibilities that include digital media, graphic design and creating brand awareness.
- Optimizes the College's marketing messages for use in various media outlets, including electronic communication and social media, to maximize the exposure of each message.
- Assists in design and maintenance of the HCC website to optimize web experiences.
- Continually explores for new content and ways to drive more traffic to website and social media platforms. Keeps on top of new and emerging trends, guidelines and best practices.
- Designs digital advertising utilizing Search Engine Optimization (SEO), Conversion Rate Optimization, ad words, boosted posts, retargeting and geofencing.
- Partners with key stakeholders to understand their marketing needs and help improve the effectiveness and usability of their content.
- Practices brand standards while creating literature, advertising, digital art, posters, etc.
- Creates website and social media analytic reports, extracts information, and shares insights and recommendations based on data.
- Assists with events and activities as needed.
- Occasional evening and/or weekend hours required.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of recent marketing, advertising, social media and communications principles and trends.

Knowledge of graphic design principles, practices and processes.

Knowledge of graphic design publishing programs and applications.

Knowledge of office equipment and computer hardware and software applications.

Knowledge of web-content management software.

Knowledge of website accessibility.

Knowledge in creating both live feed and pre-recorded video.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

Skill in organizing, prioritizing multiple projects and meeting deadlines.

Skill in website performance, maintenance and digital performance software.

Skill in operating computers, scanners, cameras, printers and other graphic design and production equipment.

Skill in using brand standards and social media for marketing promotions.

Skill in contributing to and assisting in the implementation of marketing, public relations and online strategies in a team environment.

Skill in designing, writing and proofing publications and promotional materials with accuracy and attention to detail.

Skill in communicating verbally and in writing.

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.

MINIMUM QUALIFICATIONS: Associate's degree in marketing, communications, graphic design or a related field, with a bachelor's degree preferred, and two to three (2-3) years in graphic design, web-content management, digital media and social media content management or similar work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Marketing & Community Relations

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2412

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

LAST REVISED: 05/15/1801/23/19

Highland Community College Position Description

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TITLE: Director, Adult Education Programs (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership for the College's adult education programs.

PRINCIPAL DUTIES: (essential functions)

- Implements, coordinates and administers processes and procedures for the College's adult education programs adhering to local, state and federal policies and regulations including the Even Start Early Childhood programs.
- Directs the implementation of existing and new programs/services through a combination of delegation and personal involvement (e.g. development, administration and evaluation of instructional offerings, curriculum, staffing, and workforce initiatives) for the purpose of ensuring new programs/services are provided within established timeframes in conformance with all related requirements.
- Analyzes trends in student enrollment and plans course offerings accordingly.
- Coordinates Supervises the development of student schedules and calendars for all adult education instructional programs.
- Coordinates Facilitates partnerships services with community providers as appropriate.
- Develops Creates program plans needs and plans based on the district needs assessment.
- Writes grants and to secures funding by meeting data and narrative reporting requirements.
- Develops and implements Oversees student and volunteer recruitment plan.
- Supervises the development and implementation of curriculum for Adult Education programs.
- Delivers instruction programs that meet student basic skill needs and grant expectations regarding program processes, student gains and student retention.
- Provides Oversees support services needed to ensure that local, state, federal and program outcomes are achieved, assure instructional objectives.
- Develops and implements annual student recruitment and retention strategic plans.
- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives within the department.
- Creates Develops annual staffing and professional development plans to meet federal, state and local programming requirements, and fills positions as needed; oversees the provides staff development plan and opportunities for all staff.
- Evaluates program and staff performance including regular analysis of data and program outcomes.
- Trains, Supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Delegates and oversees the mentoring and training of staff.

- Develops and administers the Adult Education program budgets. Monitors and manages grant funds.
- Prepares and maintains a variety of reports, plans, surveys and questionnaires as required.
- Represents the College at various meetings on and off campus.
- In accordance with the Risk Management Policy and Program:
Serves as a member of the College Emergency Management Team.
- 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 English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of principles and practices of adult education, GED HSE (High School Equivalency) educational programs and ESL and early childhood programs.
Knowledge of grant sources and administration, including budget and financial management.
Knowledge of strategic planning, and research and analysis strategies.
Knowledge of personnel management and supervisory principles and practices.
Knowledge of utilizing data to make informed decisions.
Knowledge of computer hardware operations and, software applications, and integration of technology in educational programming.-

Skill in developing and implementing programs and processes.

Skill in effectively using organization and planning skills to meet deadlines.

Skill in writing grants, reports and other documents.

Skill in conflict resolution methods.

Skill in communicating effectively orally and in writing.

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

Skill in developing, implementing and evaluating policies and procedures.

Skill in selecting, organizing and evaluating staff performance.

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

Skill in planning and developing instructional services.

Skill in operating a computer hardware and software applications.

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: Bachelor's degree in developmental learning, adult education or a related field with Master's degree preferred and three (3) years administrative experience in adult education, ESL or GED-HSE (High School Equivalency) educational programs OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

REPORTS TO: Vice President, ~~Academic Services~~ Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 5130

JOB SERIES/FAMILY: Community and Partnership Series/Adult Education Group

LAST REVISED: ~~4/23/08~~ 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: Director, Athletics & Physical Education

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership for the ~~athletic~~-Athletic and ~~physical~~-Physical ~~education~~-Education areas of the College.

PRINCIPAL DUTIES: (essential functions)

- Organizes, develops, supervises and evaluates programs related to areas of assignment. Researches and recommends additional new programs.
- Leads, directs and assists the administrative and coaching team within the athletic and physical education area per College, Arrowhead Conference and NJCAA Region IV rules and guidelines.
- Participates in the development, implementation and evaluation of annual goals and objectives for the College, the division and individuals.
- Develops class schedules, makes teaching assignments and efficiently distributes teaching loads.
- Develops and coordinates game and practice schedules for eight intercollegiate teams.
- Teaches three credit hours each fiscal year.
- Recruits, advises and provides academic support to student athletes.
- Acts as the Automated External Defibrillator Coordinator for the MERP Plan.
- Prepares and administers the annual budget 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.
- Develops and recommends policies and procedures with the assistance of staff and in consultation with appropriate administrative officers.
- Prepares and maintains a variety of reports, plans, surveys, questionnaires as required.
- 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.
- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives with the department.
- Interprets administrative policies to faculty and staff and represent division faculty and staff members to the administration.
- Oversees, supervises and coordinates the hosting of tournaments.
- Develops personnel requirements and qualifications for assigned areas and, with the assistance of Human Resources, locates, interviews, and recommends qualified personnel.
- Acts as ambassador for the Athletic Department and College, provides oversight of Athletic web page and actively fundraises throughout the community.
- Oversees the upkeep and set up of all athletic facilities.

- Monitors and submit eligibility per NJCAA guidelines.
- Coordinates the College intramural schedule and offerings.
- In accordance with the Risk Management Policy and Program:
 - Coordinates crowd control/security at athletic events.
 - Oversees safety of physical education courses.
 - Files accident/injury reports in cases of program participant injury.
 - Supervises and coordinates training for all coaches on bloodborne pathogen safety.
 - Supervises and provides transportation for athletic teams as assigned.
 - Supervises and monitors travel of coaches as assigned.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Represents the College at various meetings on and off campus.
- 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 community college athletic and physical education instructional programs and related support activities.
 Knowledge of intercollegiate athletic programs, rules and regulations.
 Knowledge of principles, practices and techniques of coaching.
 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 safety and first aid techniques.~~
~~Knowledge of utilizing data to make informed decisions.~~
 Knowledge of personnel management and supervisory principles and practices.

Skill in assessing athletic and physical 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.
 Skill in researching and writing operational reports.
Skill in communicating effectively orally and in writing.
 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 performing basic first aid.
 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 and in gyms, on playing fields and other recreational environments. Subject to standing, walking, sitting, bending, reaching, running, jumping, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 50 pounds. The physical requirements of this position are heavy work, exerting up to 100 lbs of force occasionally, and/or up to 50 lbs of~~

force frequently, and/or up to 20 lbs of force constantly to move objects. Exposure to extreme temperatures and noise. Potential exposure to bloodborne pathogens.

MINIMUM QUALIFICATIONS: Master's degree in physical education, administration or a related field and five (5) years teaching and coaching experience, with at least two (2) years supervisory experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License. CPR, AED and First Aid Certification preferred within one year of hire.

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

REPORTS TO: President

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 61108

JOB SERIES/FAMILY: Administrative Series/Academic Group

LAST REVISED: 2/21/2012/23/19

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: Director, Enrollment and Records

GENERAL STATEMENT OF RESPONSIBILITIES: To direct, coordinate, perform and assign activities in an integrated, one-stop environment related to student intake, admissions, registration, recruitment, enrollment services, and student records management. Serves as the registrar for the College.

PRINCIPAL DUTIES: (essential functions)

- Provides leadership and oversight in the delivery of quality customer service and efficient processing of enrollment services including student inquiries, academic standing, transcript evaluation, graduation applications and proficiency credit.
- Develops, implements and evaluates admission and registration processes in collaboration with appropriate departments such as Testing Center, Financial Aid, Business Office, Academic Advising and the Bookstore.
- Assures maintenance of accurate records in compliance with state and federal requirements.
- Administers the establishment and maintenance of permanent student records. Maintains oversight for student data input and data integrity.
- Assures a high level of student service and confidentiality of student records and information.
- Collaborates with other members of the student services and academic services division on enrollment and retention strategy development, course schedules, transfer articulation, and the recruitment processes.
- Functions as the College Registrar; certifies the completion of requirements for degrees and certificates.
- In collaboration with appropriate positions and departments, develops and directs a comprehensive and efficient Customer Relations Management (CRM) system for communicating with students regarding admission information via print, electronic and web sources.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Prepares and administers the annual budget and makes recommendations for the purchase of supplies, materials and equipment.
- Develops and recommends policies and procedures, department goals and objectives with the assistance of staff and in consultation with appropriate administrative officers.
- Responsible for knowledge of dual credit practices at the College, registering articulated dual credit and knowledge of state dual credit laws/practices.
- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives within the department.
- Prepares and maintains a variety of reports, plans, surveys, questionnaires as required.

Director, Enrollment and Records
Adopted: 6/16/2009

- Coordinates commencement processing and procedures and leads Graduation Committee.
- Represents the College at various meetings on and off campus.
- Provides resolution of student disputes as they relate to Admissions and Records.
- Analyzes and tests new administrative software upgrades and processes in collaboration with the IT department.
- Writes and implements new and revised processes for entering grades, student records, testing and degree evaluations, and communicates necessary guidelines and information with faculty and staff.
- 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 the policies, principles, methods, and practices of College admissions and records and project management.

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

Knowledge of methods, procedures and techniques for evaluating technical compliance.

Knowledge of principles and practices of degree evaluation and graduation requirements.

Knowledge of computer operations and software applications and ability to read and interpret complex technical information.

Knowledge of customer service techniques.

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

~~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 interpreting policies and procedures regarding college admissions and record keeping.

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

Skill in effectively communicating verbally and in writing.

Skill in operating a computer and software applications.

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

Skill in planning and developing enrollment and records 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.

Skill in researching and writing operational reports.

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

Skill in developing and managing a budget.

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: Bachelor's degree in education, administration or a related field, with Master's degree in administration or counseling preferred and five (5) years administrative or counseling work experience with two (2) years experience in a supervisory role 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: ~~Associate Vice President, Student Services~~ Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4220

JOB SERIES/FAMILY: Student Support Services Series/Admissions 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: Director, Facilities and Safety

GENERAL STATEMENT OF RESPONSIBILITIES: To manage the campus safety and security processes and provide direction and leadership for the operation and maintenance of the College's indoor and outdoor facilities and operational utility infrastructure systems, while ensuring a safe, comfortable and clean environment for students, faculty and staff.

PRINCIPAL DUTIES: (essential functions)

- Directs and leads the day-to-day operation of the areas that constitute the College's facilities.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Plans, organizes, schedules and supervises the cleaning, safety and security of college facilities.
- Coordinates the physical planning, design, cost estimate and construction for new facility expansion, renovation and remodeling.
- Reviews plans and specifications for bid programs, inspects and/or supervises projects during a construction period.
- Prepares and administers the annual budget and makes recommendations for the purchase of supplies, materials and equipment. Prepares plans and cost estimates for facilities, construction and equipment.
- Establishes and administers a preventive maintenance program for the facilities, grounds and equipment.
- Administers the College's energy management policy.
- Communicates with department and other personnel to resolve issues, complaints, concerns or questions related to work activities. Supervises training programs for assigned staff including safety policies and procedures, operation and general maintenance of equipment.
- Establishes an inventory for the stocking of necessary tools, equipment and supplies required to carry out an efficient maintenance program.
- Prepares and maintains a variety of reports, plans, surveys, questionnaires as required.
- Administers the record retention program of the College.
- Oversees the fleet program, procurement of vehicles and care of vehicles assigned to department.
- In accordance with the Risk Management Policy and Program:
 - Provides for the safety and security of the campus and the protection of College property.
 - Serves as a member of the College Emergency Management Team.
 - Oversees campus security procedures and processes.
 - Coordinates Protection, Health, and Safety projects.

Serves as Chair of the College Safety Committee.
 Writes and updates safety programs.
 Oversees compliance with environmental regulation and directives as promulgated by State and Federal agencies.
 Oversees worker safety training and compliance with IL Department of Labor's rules and regulations.
 Maintains College first aid equipment.
 Oversees custodial staff responsible for campus security.
 Inspects all areas of the College to ensure regular, proper cleanliness.
 Procures and oversees the use of safety equipment.
 Coordinates ~~Campus-campus~~ snow removal; oversees all ~~custodial-facilities~~ staff for snow removal and maintenance of snow removal equipment.
 Purchases safety related materials and supplies.
 Ensures College compliance with ADA standards and oversee that ADA accommodations are implemented properly and safely.
 Performs safety assessments of College property.

- May be required to perform basic maintenance and custodial duties as well as advanced troubleshooting of mechanical issues.
- Required to respond to emergency situations.
- 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 grounds maintenance, cleaning and housekeeping practices and principles.
 Knowledge of construction and facilities management, including plumbing and electrical systems.
 Knowledge of fleet maintenance principles and practices.
 Knowledge of OSHA and other Federal and State requirements relating to facilities, grounds and vehicle maintenance.
 Knowledge of safe work practices.
Knowledge of emergency operations and procedures.
 Knowledge of management and supervisory principles and practices.
Knowledge of utilizing data to make informed decisions.
 Knowledge of practices and processes of purchasing, bid procedures, budget administration and expenditure control.

Skill in reading blueprints and other technical drawings or specifications.
 Skill in performing journeyman level construction, electrical or plumbing installations, maintenance or remodeling tasks.
 Skill in effectively managing staff, delegating tasks and authority, and training personnel.
 Skill in analyzing data and conducting research.
 Skill in ensuring a safe work environment.
Skill in communicating effectively orally and in writing.
Skill in operating computer equipment, telephone systems and software applications.
Skill in making decisions, maintaining composure and working effectively under stressful conditions and emergency situations.
 Skill in operating hand tools, vehicles and equipment in the installation and maintenance of facilities and grounds.

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, with occasional exposure to outside environments in adverse weather conditions. Subject to standing, walking, sitting, driving, bending, reaching, kneeling, reaching above head, pushing and pulling, climbing, stooping and occasional lifting of objects up to 50 pounds. 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. Occasional exposure to extreme temperatures.~~

MINIMUM QUALIFICATIONS: Associate's degree in construction, engineering, industrial technology or a related field and five (5) years facility operations experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

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

REPORTS TO: ~~VP, Administrative Services~~ VP, Business, Technology and Community Programs

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6230

JOB SERIES/FAMILY: Administrative Series/Administrator Group

LAST REVISED: ~~11/18/14~~ 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: Director, Financial Aid

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership for the College's financial aid program.

PRINCIPAL DUTIES: (essential functions)

- ~~Implements, coordinates and administers processes and procedures for the College's financial aid program. Directs the workflow of the financial aid department.~~
- Develops and updates financial aid policies and procedures in accordance with federal regulations with the assistance of staff and in consultation with appropriate administrative officers.
- Applies continuous improvement strategies in processes and procedures in dealing with students, other departments and technology applications.
- Implements, coordinates and administers processes and procedures for the College's financial aid program. Directs the workflow of the financial aid department.
- Participates in recruiting events and other outreach programs to provide financial aid information.
- Updates the HCC Program Participation Agreement with new programs and program changes.
- Prepares and submits the Application for Approval to Participate in Federal Student Financial Aid Programs.
- ~~Advises, counsels and provides all types of financial aid assistance to current students, potential students and their families.~~
- Prepares and maintains a variety of federal and state reports, plans, surveys, questionnaires as required. Develops, implements and evaluates processes for information tracking and audit requirements using available technology.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Prepares and administers the annual budget and makes recommendations for the purchase of supplies, materials and equipment.
- ~~Develops and recommends policies and procedures with the assistance of staff and in consultation with appropriate administrative officers.~~
- Coordinates with the Highland Community College Foundation in securing candidates and selecting recipients of Foundation Scholarships.
- ~~Applies continuous improvement strategies in processes and procedures in dealing with students, other departments and technology applications.~~
- ~~Participates in recruiting events and other outreach programs to provide financial aid information.~~
- 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, understanding and compliance with Federal and state privacy laws related to students.

Knowledge of financial aid policies, principles and practices.

Knowledge of state and federal laws, rules and regulations as they apply to financial aid.

Knowledge of office management and workflow procedures.

Knowledge of accounting, auditing and budgeting processes and procedures.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of using data to make informed decisions.

Knowledge of computer equipment operations and software applications.

Skill in producing reports and documents.

Skill in reconciliation of funds.

Skill in communicating both orally and in writing.

Skill in developing and evaluating policies and procedures.

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

Skill in operating a computer equipment and software applications.

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

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: Bachelor's degree in business, accounting or a related field and five (5) years financial 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~~ Requires a criminal background check.

REPORTS TO: VP, Administrative Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6215

JOB SERIES/FAMILY: Administrative Series/Administrator 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: Director, Information Technology Services

GENERAL STATEMENT OF RESPONSIBILITIES: Strategically lead, manage, design, and implement access to enterprise administrative applications, network data, applications, and AV services media systems to best meet the needs of students, faculty and staff.

PRINCIPAL DUTIES: (essential functions)

- Constructs and aligns the technology systems and initiatives with College priorities, funding and goals of the College,
- Develops IT and AV multi-year and annual initiatives that align with and support the College's strategic plan and direction.
- Provides high-level technical support as well as oversight and daily work and project coordination for ITS ~~technicians~~ Support Specialists and AV staff.
- Supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Identifies, prioritizes and monitors projects and associated resources through departmental staff communication, campus environmental scans, and monitoring external trends in higher education.
- Prepares and administers the annual budget and makes recommendations for the purchase of supplies, materials and equipment. Negotiates contracts for the College's hardware and software.
- In conjunction with the Director, Institutional Research, coordinates ITS priorities related to the College's data needs.
- Responsible for oversight of campus enterprise resource planning systems software and hardware as well as campus network infrastructure, server and storage systems, and their associated applications and services. Monitors and maintains/oversees campus network and server system. Reviews usage patterns and upgrades systems and services when necessary to maintain optimal system configuration and performance.
- Coordinates and works with other technical and non-technical staff as well as vendors.
- Researches and stays current on solutions for support issues and future growth projects as relevant to the College's systems and trends in higher education.
- Oversees and participates in the implementation of campus data recovery plan, backup procedures, and security measures for all software and hardware resources.
- In accordance with the Risk Management Policy and Program:
 - _____ Oversees and participates in the implementation of campus data recovery plan, backup procedures, and security measures for all software and hardware resources.
 - _____ Manages the College's PCI-DSS annual compliance.
 - _____ Serves as a member of the College Emergency Response Team.
 - _____ Has technical oversight and technical management of the College's IP Security Camera System.

- 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 connectivity, accessibility and security standards for computer systems and audio-visual equipment.

Knowledge of current principles and practices of audio-visual and information technology and applications development in an educational environment.

Knowledge of principles and methods of strategic planning, budgeting and operations within an information technology department.

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

Knowledge of personnel management and supervisory principles and practices.

Knowledge of network operating system software such as Linux, VMware or Windows.

Knowledge of desktop, network, and server hardware, security devices, and software and its successful implementation according to College policy.

Knowledge of utilizing data to make informed decisions.

Knowledge of management and implementation of organization-wide administrative and academic software projects, including their respective operating platforms and databases.

Skill in maintaining and monitoring network operating systems to ensure high availability and functionality.

Skill in maintaining backup systems to ensure critical systems are protected.

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

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.

Skill in identifying problems involving integrated operating systems and hardware platforms, evaluating alternatives and implementing effective solutions.

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

Skill in safely utilizing specialized testing equipment and tools.

Skill in responding professionally, effectively and efficiently to customer service project, and expansion/growth requests.

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: Bachelor's degree in information technology, computer science or a related field and five (5) years work experience administering an enterprise class network of a similar size and configuration OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None. Network, project management, or any other relevant IT certifications preferred.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Vice President, Administrative Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6226

JOB SERIES/FAMILY: Administrative Series/Administrative Group

LAST REVISED: 2/18/14-01/23/19

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: Director, Institutional Research

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership for the purpose of to facilitate data-driven decision making; providing and impart structure to data collection, analysis and reporting.

PRINCIPAL DUTIES: (essential functions)

- Provides leadership and participates in the development, implementation and evaluation of institutional self-assessment and planning programs.
- Integrates processes and findings into the institutional planning, evaluation and decision-making processes.
- Provides leadership to the research, assessment and evaluation efforts of college programs and services.
- Develops and implements appropriate research methodology.
- Leads and assists with the development of large-scale survey instruments development and administration and the design and administration of survey protocols and procedures.
- Develops, manipulates and analyzes data sets, and
- communicates-Communicates the results of on-going and one-time research/evaluation studies using appropriate statistical analysis and prepares preparing formal research reports and presentations.
- Assists with integrating processes and findings into the institutional planning, evaluation and decision-making processes.
- Oversees the development, design, maintenance and standardization of accurate state, federal and internal reports. Supervises the generation and timely submission of state reports among campus stakeholders and ICCB in accordance with the submission schedule.
- Chairs the Institutional Review Board and oversees the implementation of policy and procedure governing research.
- Trains, supervises and evaluates the work performance of assigned staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Consults, conducts and leads other College staff in the manipulation of data, use of information and data analysis.
- Collaborates with staff regarding institutional data definitions and standards, as well as development of procedures and processes governing data collection for institutional planning and reporting.
- Oversees the development, design, maintenance and standardization of accurate state, federal and internal reports.
- Oversees the generation and timely submission of state reports among campus stakeholders and ICCB in accordance with the submission schedule.

- Collaborates with the Director, Information Technology Services on college-wide reporting and data integrity needs.
- Leads the development of goals and objectives within the department and assessment of services.
- ~~Manages external enrollment reporting efforts. Compiles and submits relevant institutional data needed for narrative reports.~~
- ~~Chairs the Institutional Review Board and oversees the implementation of policy and procedure governing research.~~
- ~~Recommends appropriate changes and additions to increase effectiveness.~~
- ~~Provides technical support as required for grant proposal preparation.~~
- 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 institutional research and administration.

Knowledge of computer operations, statistical computer software applications and other computer software applications.

~~Knowledge of statistical and analytical survey instruments protocol and procedures.~~

Knowledge of research methodology and techniques, including those related to survey instrumentation design and administration.

Knowledge of accountability requirements at the state and national levels.

Knowledge of accreditation processes and continuous quality improvement principles.

Knowledge of Institutional Review Board (IRB) policy and procedures.

Knowledge of utilizing data to make informed decisions.

Knowledge of supervisory techniques and practices.

Skill in operating computers, statistical computer software applications and other computer software applications.

Skill in manipulating and interpreting statistical data.

Skill in effectively communicating research findings in oral and written forms.

Skill in applying the appropriate statistical methodology to various situations.

Skill in using multiple approaches to assist with assessment, evaluation and program review.

Skill in applying research methodology to various problems and situations.

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

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: Master's degree in education, statistical analysis, math or a related field emphasizing research and five (5) years institutional research experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: ~~Associate Vice President, Student Services~~ Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6220

JOB SERIES/FAMILY: Administrative Series/Administrator Group

LAST REVISED: ~~08/21/12~~ 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: Director, International Preservation Studies Center (IPSC)

GENERAL STATEMENT OF RESPONSIBILITIES: To provide coordination and direction for the International Preservations Studies Center at Highland Community College.

PRINCIPAL DUTIES: (essential functions)

- Communicates college and program mission, vision, strategy, and policies to IPSC instructors.
- Actively participates in and seeks opportunities to develop and promote new and existing program courses as required to remain responsive to the needs of the pertinent fields of study and learning.
- Recruits, screens, and evaluates the work performance of contracted program instructors.
- Consults with the Dean, Humanities, Social Sciences, and Fine Arts if issues arise with performance of contracted program instructors.
- Oversees the development of program class schedules and program teaching assignments and efficiently distributes instructional loads.
- Consults with the Dean, Humanities, Social Sciences, and Fine Arts about the annual budget and makes recommendations for the purchase of supplies, materials, and equipment.
- Represents program instructors to the administration.
- Represents IPSC at relevant local, national, and international events.
- Seeks out possible grant possibilities, and if appropriate, prepares and submits grant applications, and administers grant awards.
- Regularly communicates with instructors to ensure proper preparation for upcoming courses including ordering and/or preparing necessary materials and supplies, preparing A/V requirements, and updating or creating the course binder.
- Schedules and coordinates set up of classrooms in accordance with instructor's request and take-down of all equipment and supplies to proper storage locations when class is over.
- Communicates with students via email, phone, and written correspondence regarding program information requests.
- Coordinates the writing, publishing, and distribution of the IPSC annual Course Schedule.
- Oversees and processes student registration and ensures that student tuition payments are received and applied.
- Regularly posts on program social media accounts.
- Regularly maintains program website.
- Coordinates with the bookstore to order branded merchandise for the program.
- 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 instructional programs and related support activities.

Knowledge of curriculum, programs, and staff development.

Knowledge of technology used in teaching and learning.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

Knowledge of utilizing data to make informed decisions.

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

Skill in communicating effectively in writing and verbally (in both small and large group settings).

Skill in planning and developing instructional services.

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

Skill in developing short and long-range goals for enrollment and retention, including assisting in marketing and developing new program courses and continuing to promote existing program courses.

Skill in researching and writing grants and other operational reports.

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

Skill in preparing reports, 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 job 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: Master's degree in Museum Studies or a related field and five (5) years experience in preservation, collections care, museum leadership 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: Dean, Humanities, Social Sciences, and Fine Arts

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 5510

JOB SERIES/FAMILY: Community and Partnership Series/International Preservation Studies Center 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: Director, Learning and Transitional Education Services

GENERAL STATEMENT OF RESPONSIBILITIES: To promote student success and increase student retention by providing direction and leadership in learning services and transitional education for the College.

PRINCIPAL DUTIES: (essential functions)

- Directs, plans, implements, and evaluates the needs, services and programs provided by Learning Services.
- Administers academic support and learning assistance activities of high impact educational practices.
- Leads the planning, development and implementation of courses and programs in response to identified needs in the Success Center, FYES, and transitional reading, writing and math programs.
- Monitors curricula to insure development, modification and documentation in compliance with the ICCB board and other governing bodies.
- Determines course schedules and works with coordinators to determine faculty assignments.
- Works closely with the campus community on an early warning system, maintaining placement testing standards and procedures that fulfill our academic placement needs.
- Assists and supports traditional and high-risk students.
- Provides a seamless transition of ABE/GED graduates to the College.
- Creates and implements continuous quality improvement processes for Learning Services and Transitional Education.
- Designs, evaluates and supervises initiatives in support of College-wide goals.
- ~~Provides leadership for program assessment, planning and evaluation activities, implements short-term and strategic goals and objectives to enhance department and college success.~~
- Leads the assessment, program review and development of goals and objectives within the department and participates in the assessment of student development division outcomes.
- Trains, supervises and evaluates the work performance of assigned staff and faculty. Recommends an employee for promotion, reassignment, discipline and termination.
- Prepares and administers the annual budget and makes recommendations for the purchase of supplies, travel, materials and equipment.
- Assists in the preparation and maintenance of a variety of reports, plans, surveys, questionnaires as required.
- Participates in accreditation and other projects as assigned.

Adopted 6/20/1995

Director, Learning and Transitional Education Services

- Ensures a comprehensive approach to assessing and meeting student needs by coordinating with Common Intake staff, Institutional Research, Project Succeed and Career Services.
- In accordance with the Risk Management Policy and Program:
 - a.—Oversees the ADA-Disability Services Coordinator to assure the College meets student needs in accordance with state and federal regulations.
 - b.—Reviews student complaints.
- 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 principles, practices and processes of testing and student assessment.
 Knowledge of principles, practices and processes of learning and teaching.
 Knowledge of curriculum, degree and certificate programs and transfer requirements.
 Knowledge of principles and practices in working with a diverse student population.
 Knowledge of office management and workflow procedures.
 Knowledge of personnel management and supervisory principles and practices.
 Knowledge of computer operations and software applications.
 Knowledge of retention strategies with at-risk students.
 Knowledge of developmental education theory.
Knowledge of utilizing data to make informed decisions.
Knowledge of budget preparation and expenditure control.

Skill in coordinating testing and assessment programs.

~~Skill in providing tutoring and special instruction to diverse student populations.~~

Skill in organization, problem solving, project management and planning.

Skill in prioritizing multiple tasks and demands and meeting deadlines.

Skill in operating computers and software applications.

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

~~Skill in developing and evaluating policies and procedures.~~

Skill in recommending and implementing goals, objectives and practices for providing effective and efficient services.

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

Skill in communicating both orally and in writing.

Skill in developing retention strategies with at-risk students.

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: Master's degree in student development, developmental education, higher education administration, curriculum and instruction or a related field, two (2) years instructional experience with students of various abilities and learning styles, and five (5) years of experience involving successful leadership, supervision, program and staff evaluation, organization, interpersonal and group interaction, as well as developmental education and retention strategies with at-risk students OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~None~~ Certified to administer Pearson VUE, CLEP, ACT and SAT preferred after hire.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: ~~Associate Vice President, Student Services~~ Vice President, Student Development and Support Services (Primary)
Vice President, Academic Services ~~Executive Vice President (Secondary)~~

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6240

JOB SERIES/FAMILY: Administrative Series/Administrator Group

LAST REVISED: ~~4/23/13~~ 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: Director, Marketing & Community Relations

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and operational management for the College's marketing and community relations functions.

PRINCIPAL DUTIES: (essential functions)

- Develops and oversees implementation of the College's marketing and public relations plan, including media relations, marketing and community relations programs, office functions, and development of new strategies to effectively reach targeted audiences. Evaluates and revises the plan and associated activities.
- Promotes the college through the production of high quality marketing tools and news media development, including promotion of College partnerships
- Provides direction and coordination for projects and publications from creative concept development to completion including but not limited to the College catalog, digital marketing strategy, regional publications, multi-media tools, brochures, web sites, and annual reports.
- Maintains and continuously improves the College's internal and external web sites.
- Maintains relationships with the news media and facilitates the development of news and feature items. Acts as College spokesperson and develops strategies to manage crisis news and communication. Prepares employees for media interviews.
- Works with College personnel in developing and overseeing marketing plans for programs and events.
- Directs department staff in marketing and public relations day-to-day activities.
- Interprets, implements and recommends new and revised policies and procedures.
- Ensures compliance with applicable federal and state laws, rules and regulations.
- Develops and monitors the annual budget and budget schedules for department.
- Leads the development of goals and objectives within the department and assessment of services.
- Communicates effectively with College employees to establish and maintain positive working relationships.
- Develops, coordinates and participates in outreach opportunities such as the social media presence, speaker's bureau, informational events, and recruiting activities. Interacts with industry peers and salespeople to evaluate tools and promotional opportunities.
- In accordance with the Risk Management Policy and Program:
 - Manages emergency closure and crisis communications with news media, on website and social media.
 - Serves as a member and pre-designated Public Information Officer of the College Emergency Response 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 principles and practices of marketing and public relations.
 Knowledge of effective communication strategies including written and graphic presentations.
 Knowledge of principles, practices and methods of management and supervision.
 Knowledge of digital marketing and social media presence.
 Knowledge of budget preparation, bid and purchasing procedures and expense control.
Knowledge of utilizing data to make informed decisions.
 Knowledge of interpersonal skills using tact and diplomacy.

Skill in creating effective written and presentation materials.
 Skill in effectively supervising, leading and delegating tasks and authority.

~~**KNOWLEDGE AND SKILLS REQUIRED CONTINUED:**~~

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 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 and mediating difficult situations.
 Skill in maintaining confidentiality of information.
 Skill in operating computer equipment and software applications.
 Skill in development and maintenance of web sites.
 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: Bachelor's degree in communications, marketing, management or a related field, Master's degree preferred and five (5) years marketing or public relations experience with two (2) years in a supervisory role.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2430

JOB SERIES/FAMILY: Administrative Series/Administrator Group

LAST REVISED: 11/21/1701/23/19

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: Director, Retired and Senior Volunteer Program (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership for the College's Retired and Senior Volunteer Program.

PRINCIPAL DUTIES: (essential functions)

- Implements, coordinates and administers processes and procedures for the College's Retired and Senior Volunteer Program (RSVP).
- ~~Directs and coordinates all activities of RSVP in the College's district.~~
- Develops, prepares and submits the RSVP federal and state grant applications, ensures grant compliance, prepares all necessary reports to program funding sources, and maintains fiscal and program records.
- Maintains program quality by planning and completing program impact goals and objectives that meet the grant requirements and focus areas while meeting critical community needs.
- Analyzes grant data for impact goals; gathers and tabulates required reports from volunteer stations.
- Develops and administers the program budget. Monitors and manages grant funds. Manages and maintains volunteer data and time records.
- Develops, sustains and/or enhances partnerships with area non-profits for volunteer opportunities and support.
- Conducts site visits and develops and oversees volunteer recruitment, selection, training, and recognition activities.
- Assists both volunteers and agencies in development of short and long term volunteer opportunities.
- ~~Develops positive public relations, conducts various outreach activities including program related presentations and creation of quarterly newsletter.~~
- ~~Directs and coordinates all activities of RSVP in the College's district.~~
- ~~Secures grant required local matching funds.~~
- Develops, manages and utilizes the Advisory Council to support and strengthen the RSVP program.
- Participates on councils and/or committees that address senior issues.
- Acts as liaison between stations, volunteers, and senior citizen agencies.
- Maintains professional knowledge and skills by attending relevant workshops, training and conferences; participating in program-related professional organizations.
- Develops and recommends policies and procedures ~~with the assistance of staff and in consultation with appropriate administrative officers.~~
- Applies continuous improvement strategies in processes and procedures in dealing with volunteers, other departments and technology applications.

- Serves on local community disaster committee.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of utilizing data to make informed decisions.

Knowledge of RSVP programs, practices and performance measures.

Knowledge of grant writing.

Knowledge of computer hardware and software applications.

Knowledge of budget management, grant administration, revenue sources and the financial management of a public program.

Knowledge of strategic planning and research and analysis strategies.

Knowledge of computerized accounting and record keeping systems.

Skill in working with a diverse pool of volunteers, non-profit and governmental partners, and cultural and professional styles.

Skill in building partnerships and maintaining relationships.

Skill in communicating effectively in writing and verbally (in both small and large group settings).

Skill in assessing and reporting the program's goals and objectives.

~~Skill in creating and analyzing accounts and other financial reports.~~

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

~~Skill in succeeding using innovation and limited resources.~~

Skill in planning and organizing events, schedules, and people.

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

~~Skill in developing, implementing and evaluating policies and procedures.~~

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

Skill in operating computer hardware 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.

BACKGROUND CHECK: Security Sensitive Position. Federal background check and fingerprint check required by grant.

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

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

REPORTS TO: Associate Vice President, Human Resources

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5118

JOB SERIES/FAMILY: Community and Partnership Series/Adult Education Group

LAST REVISED: ~~11/21/16~~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: Director, TRiO Services (Grant Funded)

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

GENERAL STATEMENT OF RESPONSIBILITIES: To provide administration, implementation, and continuation of the U.S. Department of Education funded TRiO (e.g., Upward Bound and Student Support Services) projects.

PRINCIPAL DUTIES: (essential functions)

- Ensures compliance with all federal, state, local laws, regulations, and College policies, processes and standards, as well as secondary school district policies.
- Oversees the successful delivery of activities associated with TRiO Upward Bound and Student Support Services programs (e.g., educational, cultural, and social experiences).
- Reviews the needs assessment results with project participants and assists them in the scheduling of academic programs.
- Serves as an advocate for projects' students.
- Assists in the design, maintenance and evaluations of the projects' information systems.
- Collaborates with appropriate College and administrative units as well as with key stakeholders at participating target school.
- Consults and confers with all projects' staff to develop prescriptive plans for all students identified as high risk and identified academic need.
- Trains, supervises and evaluates the work performance of assigned faculty and staff. Recommends an employee for promotion, reassignment, discipline and termination.
- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives within the department.
- Involved in the recruitment and selection of programs' faculty and staff.
- Develops and administers the program budget. Monitors and manages grant funds.
- Develops and recommends policies and procedures with the assistance of staff and in consultation with appropriate administrative officers.
- Applies continuous improvement strategies in processes and procedures in dealing with students, other departments and technology applications.
- Develops and/or arranges faculty and staff development opportunities.
- Manages the daily operations of the Upward Bound and Student Support Services offices.
- Facilitates communication plan and public relations activities.
- Completes year-end annual performance reports for the U.S. Department of Education and Highland Community College, oversees program evaluation processes, and conducts impact assessments.
- Researches and assists with grant proposal development, and summation. Secures funding by meeting data and narrative reporting requirements.
- 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 programs, practices and techniques to increase educational success of high risk students.
 Knowledge of assessment and advising techniques and degree requirements.
 Knowledge of team building methods.
 Knowledge of computer hardware and software applications.
 Knowledge of budget management, grant administration, revenue sources and the financial management of a public program.
 Knowledge of personnel management and supervisory principles and practices.
Knowledge, understanding and compliance with Federal and state privacy laws related to students.
Knowledge of utilizing data to make informed decisions.
 Knowledge of computer ~~hardware-operations~~ and software applications.

Skill in assessing and reporting the program's goals and objectives.
 Skill in advising and counseling high risk students.
 Skill in creating and analyzing accounts and other financial reports.
 Skill in designing, managing and/or implementing student support services or similar projects.
Skill in communicating effectively orally and in writing.
 Skill in identifying problems, evaluating alternatives and implementing effective solutions.
 Skill in developing, implementing and evaluating policies and procedures.
 Skill in selecting, organizing and evaluating staff performance.
 Skill in operating a computer hardware and software applications.
 Skill in establishing and maintaining effective relationships with co-workers and others.
~~Skill in establishing and maintaining effective relationships with 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: Master's degree in education, administration, guidance counseling, adult education (higher education emphasis) or related field required; personal background of overcoming barriers that are similar to Student Support Services' participants preferred.

REQUIRED LICENSE/CERTIFICATION: Must be approved by the TRiO funding agency.

REPORTS TO: Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4820

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

LAST REVISED: ~~12/6/17~~ 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: Executive Assistant to the Executive Vice President

GENERAL STATEMENT OF RESPONSIBILITIES: To manage the administrative affairs of ~~the a high-level executive (Vice President, Executive Vice President or President)~~ of the college.

PRINCIPAL DUTIES: (essential functions)

- Provides confidential ~~secretarial~~-support such as preparing correspondence and other written documents, receives phone calls, answers questions and routes messages; schedules and prepares for meetings, makes travel arrangements, takes and transcribes meeting minutes, processes mail, schedules appointments and keeps calendar.
- Prepares reports, generates necessary forms and documents, maintains records and files, coordinates departmental activities, analyzes financial or project data, and makes recommendations.
- May be required to monitor department budgets; prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- In collaboration with appropriate areas, completes classroom assignments each semester.
- Relieves the executive of designated administrative details and assumes limited authority without direct supervision in his or her absence.
- May have a special assignment such as Secretary to the Board of Trustees, or coordinating special programs such as student activities, employee benefits or international student programs.
- Processes paperwork for course and program changes through ICCB; updates Banner and CurricUNET. Processes necessary documents for articulation of new courses to universities.
- Serves as the designated school official for F1 international students.
- Assists with planning of special events.
- May be required to serve on various committees or employee work groups.
- 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 and management.

Knowledge of research techniques and processes, business English and report writing.

Knowledge of records management principles.

Knowledge of Open Meetings Act and Roberts Rules of Order.

Knowledge of rules, regulations and requirements for F1 students.

Knowledge of utilizing data to make informed decisions.

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

Skill in handling ~~discreet~~ confidential and sensitive issues.

Skill in making important judgements about urgency of situations and concerns.

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

Skill in preparing reports, monitoring budgets, and interpreting policies and procedures.

Skill in effectively organizing information, events and tasks.

Skill in communicating effectively in writing and orally.

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 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's degree preferred and three (3) years executive office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~None.~~ Required to become Designated School Official with Student and Exchange Visitor Program (SEVP) within 2 months of hire.

REPORTS TO: ~~Various~~
 ~~President~~
 ~~Executive Vice President~~
 ~~Vice President, Student Development and Support Services~~

APPOINTED BY: ~~The position reporting to Vice Presidents are appointed by the President and the position reporting to the President is appointed by the Board of Trustees.~~

EMPLOYEE CATEGORY: ~~Classified~~

FLSA CLASSIFICATION: ~~Exempt/Non-Exempt~~

CLASS CODE: 1112

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: Executive Assistant to the President

GENERAL STATEMENT OF RESPONSIBILITIES: To manage the administrative affairs of ~~the a high level executive (Vice President, or President)~~ President of the college.

PRINCIPAL DUTIES: (essential functions)

- Provides confidential ~~secretarial~~-support such as preparing correspondence and other written documents, receives phone calls, answers questions and routes messages; schedules and prepares for meetings, makes travel arrangements, takes and transcribes meeting minutes, processes mail, schedules appointments and keeps calendar.
- Prepares reports, generates necessary forms and documents, maintains records and files, coordinates departmental activities, analyzes financial or project data, and makes recommendations.
- ~~May be required to m~~Monitors department budgets; prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- Relieves the executive of designated administrative details and assumes limited authority without direct supervision in his or her absence.
- ~~May have a special assignment such as Secretary to the Board of Trustees, or coordinating special programs such as student activities, employee benefits or international student programs.~~
- Serves as the Secretary to the Board of Trustees.
- Assists with planning of special events.
- May be required to serve on various committees or employee work groups.
- In accordance with the Risk Management Policy and Program:
 - Serves as a member of the College Emergency Management Team.
- 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 and management.
 Knowledge of research techniques and processes, business English and report writing.
 Knowledge of records management principles.
 Knowledge of Open Meetings Act and Roberts Rules of Order.
Knowledge of utilizing data to make informed decisions.
 Knowledge of office equipment, ~~and computer hardware~~operations and software applications.

Skill in handling ~~discreet~~confidential and sensitive issues.
 Skill in making important judgements about urgency of situations and concerns.
 Skill in operating office equipment, ~~and computers~~hardware and software applications.
 Skill in preparing reports, monitoring budgets, and interpreting policies and procedures.
Skill in effectively organizing information, events and tasks.

Skill in communicating effectively in writing and orally.
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 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's degree preferred and three (3) years executive office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: ~~Various~~
 ~~President~~
 ~~Executive Vice President~~
 ~~Vice President, Student Development and Support Services~~

APPOINTED BY: ~~The position reporting to Vice Presidents are appointed by the President and the position reporting to the President is appointed by the Board of Trustees.~~

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: ~~Exempt/Non-Exempt~~

CLASS CODE: 1112

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

LAST REVISED: ~~10/24/06~~1/23/19

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: Executive Assistant to the Vice President of Business, Technology and Community Programs

GENERAL STATEMENT OF RESPONSIBILITIES: To manage the administrative affairs of ~~the a high level executive (Vice President, or President)~~ VP, Business, Technology and Community Programs of the college.

PRINCIPAL DUTIES: (essential functions)

- Monitors and enters data into a variety of different spreadsheets, reports, and databases.
- Reviews and analyzes program information to prepare and/or submit for various reports or to make decisions regarding program functions.
- Provides confidential ~~secretarial~~ support such as preparing correspondence and other written documents, receives phone calls, answers questions and routes messages; schedules and prepares for meetings, makes travel arrangements, takes and transcribes meeting minutes, processes mail, schedules appointments and keeps calendar.
- Provides clerical support to the Business and Technology division and Lifelong Learning program.
- Creates and maintains course schedules in Banner, pPrepares reports, generates necessary forms and documents, maintains records and files, coordinates departmental activities, creates promotional materials, and ~~instructors and~~ arranges for needed course materials, analyzes financial or project data, and makes recommendations.
- May be required to mMonitors department budgets; prepares, reconciles and processes financial documents, including check requests, purchase orders, travel and expense reports.
- Collects and deposits money from sales.
- Oversees tool program and related student accounts.
- Relieves the executive of designated administrative details and assumes limited authority without direct supervision in his or her absence.
- ~~May have a special assignment such as Secretary to the Board of Trustees, or coordinating special programs such as student activities, employee benefits or international student programs.~~
- Oversees and assigns the work of student workers.
- Assists with planning of special events.
- May be required to serve on various committees or employee work groups.
- 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 and management.

Knowledge of research techniques and processes, business English and report writing.

Knowledge of report preparation and formatting.
Knowledge of accounting and bookkeeping principles and practices.

~~Knowledge of records management principles.~~
~~Knowledge of Open Meetings Act and Roberts Rules of Order.~~
Knowledge of customer service techniques.
Knowledge of utilizing data to make informed decisions.
Knowledge of office equipment, and computer hardware operations and software applications.

Skill in coordinating people and processes.
Skill in handling discreet confidential and sensitive issues.
Skill in making important judgements about urgency of situations and concerns.
Skill in operating office equipment, and computers hardware and software applications.
Skill in preparing reports, monitoring budgets, and interpreting policies and procedures.
Skill in effectively organizing information, events and tasks.
Skill in communicating effectively in writing and orally.
Skill in performing accounting and record keeping tasks.
Skill in designing, writing and editing publications.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requires 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: High school diploma, with Associate’s degree preferred and three (3) years executive office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: ~~Various~~
~~President~~
~~Executive Vice President~~
~~Vice President, Student Development and Support Services Business,~~
~~Technology and Community Programs~~

APPOINTED BY: ~~The position reporting to Vice Presidents are appointed by the President and the position reporting to the President is appointed by the Board of Trustees.~~

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: ~~Exempt/Non-Exempt~~

CLASS CODE: 1112

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: Executive Assistant to the Vice President of Student Development and Support Services

GENERAL STATEMENT OF RESPONSIBILITIES: To manage the administrative affairs of ~~the a high level executive (Vice President, or President)~~ Vice President of Student Development and Support Services of the college.

PRINCIPAL DUTIES: (essential functions)

- Provides confidential ~~secretarial~~-support such as preparing correspondence and other written documents, receives phone calls, answers questions and routes messages; schedules and prepares for meetings, makes travel arrangements, takes and transcribes meeting minutes, processes mail, schedules appointments and keeps calendar.
- Prepares reports, ~~generates necessary forms and documents,~~ maintains records and files, coordinates departmental activities, analyzes financial or project data, and makes recommendations.
- May be required to monitor department budgets; prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- Relieves the executive of designated administrative details and assumes limited authority without direct supervision in his or her absence.
- Provides administrative support for the High School Servant Leadership program and Marketing and Community Relations department.
- ~~May have a special assignment such as Secretary to the Board of Trustees, or coordinating special programs such as student activities, employee benefits or international student programs.~~
- Coordinates student activities for the College.
- Oversees and assigns the work of student workers.
- May be required to serve on various committees or employee work groups.
- 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 and management.

Knowledge of research techniques and processes, business English and report writing.

Knowledge of records management principles.

~~Knowledge of Open Meetings Act and Roberts Rules of Order.~~

Knowledge of utilizing data to make informed decisions.

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

Skill in handling ~~discreet confidential~~ and sensitive issues.

Skill in making important judgements about urgency of situations and concerns.

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

Skill in preparing reports, monitoring budgets, and interpreting policies and procedures.
Skill in effectively organizing information, events and tasks.
Skill in communicating effectively in writing and orally.
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 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's degree preferred and three (3) years executive office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: ~~Various~~
~~President~~
~~Executive Vice President~~
~~Vice President, Student Development and Support Services~~

APPOINTED BY: ~~The position reporting to Vice Presidents are appointed by the President and the position reporting to the President is appointed by the Board of Trustees.~~

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Exempt/Non-Exempt

CLASS CODE: 1112

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

LAST REVISED: 10/24/0601/23/19

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: Executive Vice President

GENERAL STATEMENT OF RESPONSIBILITIES: The Executive Vice President is responsible for the College's adherence to its mission and achievement of its goals. The Executive Vice President fulfills this responsibility by establishing appropriate organizational structure and procedures and by recommending policies, which promote the maximum participation of all Highland Community College constituents in fostering the values of integrity, compassion and respect. The Executive Vice President serves as the Chief Academic Officer and provides vision, leadership, direction and operational management to the College's Academic, Academic Support, Student Development and Student Services, Administrative Services, and Human Resources areas.

PRINCIPAL DUTIES: (essential functions)

- Acts as chief administrative and academic officer of Highland Community College under the President and CEO.
- Supervises, evaluates, directs and interacts with administrators and staff to establish, plan, implement, and manage academic, administrative, human resources, and student services resources.
- Leads achievement of institutional priorities.
- Leads the achievement of Higher Learning Commission (HLC) accreditation using the Academic Quality Improvement Program (AQIP) Standard Pathway model.
- Provides leadership in the implementation of distance education program, instructional technology, dual credit, and lifelong learning.
- Fosters creativity and innovation.
- Provides input, coordination and leadership, as required, for institutional planning and effectiveness.
- Provides leadership and policy direction to achieve the highest standards of excellence.
- Leads collective bargaining process with faculty.
- In consultation with the President and CEO, puts into effect Board policies and regulations.
- Coordinates the planning process for the College.
- ~~Leads the achievement of Higher Learning Commission (HLC) accreditation using the Academic Quality Improvement Program (AQIP) model.~~
- Recommends to the President and CEO the membership of College standing committees and appoints ad hoc committees for special purposes not in conflict with the responsibilities of the standing committees.
- Make recommendations to the President and CEO on all matters pertaining to the salaries, promotion, demotion, and dismissal of faculty and staff. ~~members of the teaching and administrative staff.~~

- Maintains systematic evaluation processes for all components of the College and ensures uniform implementation of the faculty development and evaluation program.
- ~~Supervises, evaluates, directs and interacts with administrators and staff to establish, plan, implement, and manage academic, administrative, human resources, and student services resources.~~
- ~~Provides input, coordination and leadership, as required, for institutional planning and effectiveness.~~
- Leads and coordinates the articulation of quality programs and courses with secondary and post-secondary institutions.
- Monitors and accesses operating results in areas such as curriculum, articulation, and student academic success, recommends necessary and prudent modifications, and facilitates processes that result in the elimination of duplicate programs and resources.
- Leads and coordinates quality partnerships with other institutions and grant funding entities.
- In concert with the President and CEO, works with internal and external stakeholders to continually scan changes in academic services programs and standards and insures optimal planning and effective strategic decisions.
- ~~Leads achievement of institutional priorities.~~
- ~~Provides leadership and policy direction to achieve the highest standards of excellence.~~
- Coordinates, collects, and evaluates measures used to assess the effectiveness of academic programs and takes action accordingly.
- Investigates and initiates viable new academic programs.
- Directs the development of operational policies and practices for Academic Services in order to provide optimal teaching and learning experiences.
- ~~Fosters creativity and innovation.~~
- Develops and monitors budget schedules, planning and implementation reports, statistics and other written and electronic documents.
- Ensures compliance with all federal and state laws and regulations applicable to College functions and internal policies and procedures are followed.
- Plans and facilitates faculty in-service, training opportunities and instructional staff development.
- ~~Provides leadership in the implementation of distance education program, instructional technology, dual credit, and lifelong learning.~~
- Coordinates preparation of annual reports on academic services required by federal and state agencies.
- Actively and fully engages in academic functions and events.
- In accordance with the Risk Management Policy and Program:
 - Administers student discipline as it relates to Academic Integrity, Academic Misconduct, and Other Student Academic Complaints.
 - Serves as a member of the College Emergency Management Team.
 - As requested, serves as the chief campus administrator in the absence of the 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 and in-depth understanding of academic programs and development of a learning-focused environment.

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

Knowledge of strategic planning techniques and research and analysis strategies.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of comprehensive academic assessment models.

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

Knowledge of interpersonal skills using tact and diplomacy.

Knowledge of working in a union environment.

Knowledge of the ~~Academic Quality Improvement Program (AQIP)~~ Standard Pathways accreditation model.

Knowledge of utilizing data to make informed decisions.

Knowledge of Illinois Community College Board rules and regulations and the Illinois Public Community College Act.

Skill in planning and developing academic curriculum.

Skill in leading, supervising and team building.

Skill in developing and sustaining strong collaborative work teams.

~~Skill in researching and writing grants and operational reports.~~

Skill in conducting feasibility and cost benefit analysis studies of academic programs.

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

Skill in negotiation and management of a faculty collective bargaining agreement.

Skill in creating and presenting effective written and oral communication pieces.

Skill in developing, implementing and evaluating policies and procedures.

Skill in establishing effective community partnerships and effective relationships with internal and external stakeholders.

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 20 pounds.

MINIMUM QUALIFICATIONS: Master's degree in education, administration or a related field, Doctorate from an accredited institution or significant progress and identified completion date for the Doctorate preferred and three-five (3-5) years progressively responsible administrative experience leading to in-depth understanding of academic programs in a college level academic administrative position OR an equivalent combination of education and experience that provide the required knowledge and skills. Teaching experience strongly preferred.

REQUIRED LICENSE/CERTIFICATION: None.

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

REPORTS TO: President and CEO

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6335

JOB SERIES/FAMILY: Administrative Series/Executive Group

LAST REVISED: ~~3/17/15~~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: Facilities and Safety Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex, administrative support in daily operations of College's facilities, utilizing functional knowledge of maintenance, ~~and-custodial~~ and safety practices and procedures.

PRINCIPAL DUTIES: (essential functions)

- Orders and maintains proper inventory for custodial and maintenance supplies.
- Processes, maintains and issues custodial and maintenance requests/work orders, campus keys, campus fleet requests including all documents and records, cost records, utilities, meter records, billings, campus facilities records in addition to normal secretarial duties.
- ~~Coordinates radio dispatch for college physical plant. Maintains and administers phone system and voice mail programming and database.~~
- Maintains and updates safety records, including GHS/MSDS records, and training materials.
- ~~Administers fleet and vehicle maintenance and repair program.~~
- Administers campus security access, assesses and responds to emergency and non-emergency safety issues. Serves as part of the Campus Emergency Operations Plan and participates in planning, drills and exercises.
- Assists in administering rules, regulations and codes related to college facilities.
- Assists with the programming and control of the HVAC system.
- Oversees the scheduling, operation and maintenance of campus fleet and maintenance vehicles.
- Prepares and monitor's department budgets; prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- In accordance with the Risk Management Policy and Program:
 - Dispatches personnel for emergency and safety related duties.
 - Serves on the College Safety committee.
 - Assists with campus security procedures and processes.
 - Assists with Protection, Health, Safety projects.
 - Serves as a member of the College Emergency Management Team.
- May contribute to special projects such as performing cost and use studies on campus fleet.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of general maintenance practices and principles.

Knowledge of diagnosing and troubleshooting maintenance and repair issues and situations.

Knowledge of basic automotive mechanics.

Knowledge of safety codes, rules and regulations.

Knowledge of principles and practices of office administration.
Knowledge of office equipment and computer hardware and software applications.

~~Skill in operating office equipment, and computers hardware and software applications.
Skill in operating hand and power tools, digital volt ohm meters and precision measuring devices.
Skill in maintaining confidential information.
Skill in composing memos, letters, reports and other documents.
Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in responding to technical requests and inquiries.
Skill in dispatching maintenance and custodial personnel.
Skill in performing accounting and record keeping tasks.
Skill in prioritizing multiple tasks.
Skill in communicating effectively orally and in writing.
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 50 pounds. Occasionally may be required to work in outdoor or shop areas and perform basic repair and maintenance tasks. 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. Occasional exposure to extreme temperatures.~~

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office experience, with at least one (1) year work experience in a repair or maintenance environment OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~Valid vehicle operator's license as required by law~~Driver's License.

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

REPORTS TO: Director, Facilities and Safety

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2109

JOB SERIES/FAMILY: ~~General Administrative Series/Custodial Services and Maintenance Group~~Facilities Group

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

Highland Community College Position Description

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TITLE: Financial Aid Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To distribute financial aid applications and disseminate appropriate information on financial aid and veteran's benefits.~~ To provide direct customer service to students and serve as a campus resource providing information on federal, state, and private financial aid and veteran's educational benefits.

PRINCIPAL DUTIES: (essential functions)

- ~~• Distributes financial aid applications and disseminates information on federal, state and private financial aid and veterans' educational benefits.~~
- Assists students with completion of Free Application Federal Student Aid (FAFSA) and answers questions and resolves issues regarding federal, state and private financial aid and veteran's benefits.
- Submits, transmits and receives financial aid information using Department of Education software applications.
- Processes federal, state and private financial aid.
- Posts awards for student records.
- Certifies veterans for V.-A. educational benefits, assists with pre-certification process and processes billing/reconciles veteran education benefits.
- Verifies student information such as hours of enrollment and keeps permanent records of financial aid recipients up to date.
- Understands Financial Aid, Admissions & Records and Academic Advising processes, as well as a basic understanding of functions of departments and areas around campus in order to serve as a campus resource for students and potential students.
- Trains work study students.
- Works with various campus staff members to resolve student issues.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of federal and state financial aid requirements.

Knowledge of college's policies and procedures pertaining to financial aid.

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

Knowledge of computer operations and software applications.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating computers and software applications.

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

Skill in performing general office duties.

Skill in disseminating information, responding to inquiries and retrieving information.
Skill in effectively communicating using tact and diplomacy.
Skill in establishing and maintaining effective relationships with a diverse populations 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: High school diploma, with Associate's degree in Accounting or Office Technology preferred and two (2) years office or customer service work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~May r~~Requires a criminal background check.

REPORTS TO: Director, Financial Aid

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3105

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

LAST REVISED: 2/23/201001/23/19

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: Financial Aid Specialist I

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direct customer service to students and serve as a campus resource providing information on federal, state and private financial aid. To assist in implementing, coordinating and administering the financial aid program.

PRINCIPAL DUTIES: (essential functions)

- ~~Advises, counsels and provides all types of financial aid assistance to current and potential students.~~ Assists students with Free Application Federal Student Aid (FAFSA) and answers questions regarding federal, state and private financial aid as well as veteran's benefits.
- Performs weekly Download process including issue resolution.
- Processes electronic transmissions with Department of Education, state agencies and other selected vendors or resources.
- Processes federal, state and private financial aid.
- Posts awards for student records.
- ~~Assists with verification process on files chosen by the Dept of Ed. Requires knowledge of basic tax law.~~
- Identifies and resolves discrepancies regarding federal and state financial aid awards.
- ~~Assists with calculating R2T4 (Return to Title IV), updating student accounts, notifying student of changes in account.~~
- ~~Assists applicants in completing Free Application for Federal Student Aid, private foundation scholarship applications, federal and state veteran benefit applications and required federal verification materials.~~
- ~~Coordinates communication with students via award letters and tracking letters.~~
- ~~Reviews files and makes adjustments to avoid over awards.~~
- Serves as back up to the VA Certifying official.
- Assigns and reviews work of student workers.
- Maintains student financial aid files.
- ~~Updates and revised department policy and procedure manual.~~ Maintains and updates procedures for system changes.
- ~~Assists the director with community outreach programs to promote financial aid awareness within the district.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of federal and state financial aid requirements.

Knowledge of basic tax law.

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

Knowledge of college's policies and procedures pertaining to financial aid.

Knowledge of computer operations and software applications.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating computers and software applications.

Skill in performing general office duties.

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

Skill in disseminating information, responding to inquiries and retrieving information.

Skill in effectively communicating using tact and diplomacy.

Skill in analyzing information and situations and providing appropriate recommendations.

~~Skill in maintaining confidential information.~~

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's degree in accounting, business or a related field, with Bachelor's degree preferred and two (2) years financial aid experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Financial Aid

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3105

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

LAST REVISED: 01/23/19

Highland Community College Position Description

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TITLE: Financial Aid Specialist II

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To assist in implementing, coordinating and administering the financial aid program~~ Provides direction and information to potential and current student loan borrowers as well as other financial aid recipients; processes loans, MAP grants and college work study awards.

PRINCIPAL DUTIES: (essential functions)

- ~~• Advises, counsels and provides all types of financial aid assistance to current and potential students.~~
- Counsels students on loan eligibility and process.
- Calculates, and awards and reconciles student loans, MAP grants and College Work Study funds to student applicants based on Federal, state and institutional regulations.
- Develops, implements and evaluates department processes and procedures for processing and awarding student financial aid loan awards. Tests and identifies issues in SCT Banner related to loan processing.
- Processes electronic transmissions with Department of Education, and state agencies and other selected vendors or resourcees.
- Submits student loan originations and processes loan disbursements through the use of SCT Banner and ELM software.
- ~~• Coordinates entrance and exit loan counseling.~~
- Identifies and resolves discrepancies regarding federal and state financial aid awards.
- Assists applicants in completing Free Application for Federal Student Aid, private foundation scholarship applications, federal and state veteran benefit applications and required federal verification materials and answers questions regarding federal, state and private financial aid.
- Provides exit counseling to loan students based on enrollment status, tracks and contacts students who are past due on starting loan repayment, reviews Department of Education default rate calculation report to ensure accuracy and resolves any errors.
- Updates and revises department policy and procedure manual.
- ~~• Assists the director with community outreach programs to promote financial aid awareness within the district.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of federal and state financial aid requirements.

Knowledge of college's policies and procedures pertaining to financial aid.

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

Knowledge of computer operations and software applications.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating computers and software applications.

Skill in performing general office duties.

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

Skill in disseminating information, responding to inquiries and retrieving information.

Skill in effectively communicating using tact and diplomacy.

Skill in analyzing information and situations and providing appropriate recommendations.

~~Skill in maintaining confidential information.~~

Skill in establishing and maintaining effective relationships with 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's degree in accounting, business or a related field, with Bachelor's degree preferred and two (2) years financial aid or loan processing work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Financial Aid

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3109

JOB SERIES/FAMILY: Financial and Accounting Series/Financial Aid 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: Fine Arts Technical Coordinator

GENERAL STATEMENT OF RESPONSIBILITIES: To provide technical support to the theatre and Fine Arts department and serve as the point of contact for students in the technical theatre.

PRINCIPAL DUTIES: (essential functions)

- Responsible for designing, constructing and taking down sets for approximately five theatrical productions, eight musical performances and four or five other fine arts events.
- Designs lighting and sound for theatre productions. Designs or oversees the design of lighting and sound for music performances and other events.
- Teaches up to six contact hours each semester (fall, spring and summer).
- Maintains scene shop, materials and equipment.
- Coordinates technical rental.
- Assists with Visual Arts Gallery preparation and tear down, as needed.
- Oversees, trains assigns work, and mentors technical theatre student workers.
- Recruits students into ~~technical~~ theatre program.
- Develops a scenic material budget, orders and gathers materials.
- Instructs shop personnel in safety procedures, maintains GHS/MSDS data, and ensures proper disposal of hazardous materials.
- Provides back up support to Box Office.
- In accordance with the Risk Management Policy and Program:
 - Performs safety assessments of the College's Fine Arts production equipment.
 - Oversees the Theater Department's use of machinery and chemicals.
- Evening and weekend hours are required. Expected to be in attendance at all theatre productions and rehearsals; attendance at musical performances and other events as necessary.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles, practices and techniques of lighting, sound, and scene design for stage productions.

Knowledge of construction and building techniques.

Knowledge of technology used in teaching and learning.

Knowledge of computer operation, software applications and electronic equipment.

Knowledge of utilizing data to make informed decisions.

Knowledge of safe work practices associated with set design and construction and electronic equipment.

Skill in operating tools, and equipment used in set construction and maintaining a safe, hazard free work environment.

Skill in designing theatrical scenery and lighting programs.

Skill in providing instruction.

Skill in problem solving and critical thinking.

Skill in communicating effectively orally and in writing.

Skill in collaborating with internal and external constituents.

Skill in operating computers, software applications and electronic equipment.

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. Exposure to hazardous physical conditions (mechanical parts, vibration), atmospheric conditions (fumes, odors, dusts), hazardous materials, and work space restrictions.

MINIMUM QUALIFICATIONS: Master's degree in theatre design, scenic technology or light or sound design and two (2) years scene designer experience (graduate coursework experience considered).

REQUIRED LICENSE/CERTIFICATION: OSHA Certification within one year of hire.

REPORTS TO: Dean, Humanities, Social Sciences and Fine Arts

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4312

JOB SERIES/FAMILY: Student Support Services Series/Athletics and Arts Group

LAST REVISED: 2/20/18-01/23/19

Highland Community College Position Description

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TITLE: ~~Grant Fiscal/Data Analyst, Adult Education (Grant Funded)~~
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To design, code, test, verify, implement and standardize~~In collaboration with the Director of Adult Education, oversee and direct the program's fiscal operations, including all program liabilities and submission of all financially related external and internal reports.

PRINCIPAL DUTIES: (essential functions)

- ~~Designs and monitors~~Manages fiscal operations and financially related grant fiscal reports.
- Confers with the Director of Adult Education Programs and other program coordinators on matters concerning internal control, budgets, and property control.
- Executes accounting operations.
- Assists in the preparation of pre- and post-allocation budgets and grant applications, including and not limited to preparation of budget line item spreadsheets, at the request of the Director.
- Confers with the Director and other involved administrative staff in the preparation of financial and activity reports and budgets, including but not limited to reports to funding sources and the Board of Trustees.
- Serves as a liaison with all funding sources and independent auditors to ensure compliance with funding source rules and regulations, compliance with applicable laws and to maintain appropriate program cash flow.
- Maintains, compiles and collates all fiscal, budgetary and monetary data relevant to audits to be performed.
- Assists the Director in budget management and control.
- Maintains accurate budget records.
- In conjunction with the Director, monitors consistency between contract budget and actual expenditures.
- Calculates and monitors Administrative Cost to ensure compliance.
- Maintains documentation of all grant-related contracts
- With Director, maintains purchasing and procurement systems, and maintains records of procurement.
- Participates constructively in a team setting in the program's management team.
- ~~Designs, develops, verifies and standardizes federal, state and internal reports using multiple reporting tools. Maintains up to date documentation.~~
- ~~Downloads/uploads data from/to numerous sources in order to extract and supply data for various entities and reports.~~
- Assists with the collection, organization and analysis of historical and financial data.

- ~~Creates and upgrades systems for mandated and/or scheduled reporting to state and federal agencies and campus users including identifying, compiling and incorporating data from various college departments.~~
- ~~Uses source tables and administrative software system to maintain the integrity of the administration system data by troubleshooting report discrepancies and developing data integrity reports. Verifies integrity of data in the college's reporting repository.~~
- ~~Plans, converts, authenticates and implements conversion of reports following scheduled upgrades/enhancements. Converts and/or deploys existing reports from non-secure ad hoc system to managed reporting system in WebFOCUS.~~
- ~~Designs, maintains and implements reporting objects using reporting repository for use in the reporting environment for campus users. Identifies, requests and justifies product enhancement requests to administrative software vendor for the reporting repository.~~
- ~~Trains and supports end users.~~
- ~~Acts as backup for the front office staff.~~
- ~~Performs other duties as assigned.~~

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of, and ability in skills required and cited for the position of Fiscal Analyst governmental accounting procedures and practices, and fund management for educational and governmental agencies reporting requirements.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles of relational databases and processes to extract accurate data.

Knowledge of multiple data management software packages.

Knowledge of logical relationships and processes in interpreting and describing data diagrams.

Knowledge of financial analytics.

Knowledge of standard complex accounting principles.

Skill in relating fiscal information to programmatic issues.

Skill in communicating fiscal concepts and requirements to non-fiscal staff.

Skill in understanding and applying funding source standards, policies, procedures and requirements to program business.

Skill in communicating effectively in writing or orally.

Skill in operating complex relational database software and programs.

Skill in operating multiple data management software packages.

Skill in drawing, interpreting and describing data diagrams.

Skill in critical problem solving using logic to work through problems and accurately envision multiple scenarios that may impact the outcome.

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

Skill in prioritizing multiple tasks, projects and demands.

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. 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. 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 ~~information technology, computer science~~ Business Management or a related field; accounting and bookkeeping classes required, and two~~three (3)~~ years work experience, minimum one year experience in accounting, bookkeeping and computerized fiscal systems in a fiscal information dissemination environment OR an equivalent combination of education and of experience that provides the required knowledge and skills. Bachelor's degree preferred. Must be able to work with minimum supervision.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Adult Education Programs

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 23113210

JOB SERIES/FAMILY: General Administrative~~Financial and Accounting Series/Accounting Information Technology 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: ~~Coordinator, Staff Development and HRIS~~ Administrator/HR Generalist

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To organize the delivery of employee staff development programs and to coordinate the department's HRIS systems for report generation and Website resources~~ develop human resource programs, processes and procedures, coordinate training initiatives, administer the College's human resource information systems and support HR-related projects.

PRINCIPAL DUTIES: (essential functions)

- Responsible for the implementation and maintenance of human resource information systems (HRIS). Conducts the necessary steps and testing with implementation and upgrades within the system and updates the various validation tables, benefit plans and paid leave plans as necessary.
- Updates employee records, performs group data updates/imports, and periodically audits the integrity of the data.
- Serves as the technical point of contact for HR staff to research and resolve issues, enact solutions and develop processes based on new policies or initiatives.
- Conducts and develops training for users and resolves user issues as it relates to HRIS.
- Assists the Associate VP, Human Resources with programs, projects and policy development. Performs research, compiles data and provides analysis.
- In response to external and internal requests, collects, aggregates, manipulates, and reports HR data. Responsible for state and federal reporting related to employment, compensation/benefits and healthcare reform.
- ~~In collaboration with Associate Vice President of Human Resources, develops strategies, programs and processes to provide staff development for employees consistent with the College's mission, vision and core values.~~
- Coordinates the delivery of staff development programs; researches, assesses and identifies training needs, gathers and analyzes data, evaluates effectiveness, and maintains a staff development database records.
- Facilitates the communication and deployment of key HR training initiatives, including but not limited to compliance, search committee and supervisory training. Plans, develops and delivers or coordinates the delivery of training. Finds presenters, schedules and communicates training opportunities, assists with materials and registration, tracks, assesses effectiveness, and completes reports.
- Oversees online safety training for College employees by setting up accounts in online system based on position needs, sending out announcements, tracking completions and maintaining records.
- Counsels employees and supervisors on interpretation of Highland policies and processes, benefit and leave plans and employment laws.

- Assists with Supports the College's classification and compensation program by conducting market salary research, assisting with classification of positions, developing/revising job descriptions, updating and maintaining HR classification and compensation software, and processing any classification and compensation changes maintenance and report generation, as well as the Payroll and HR database programs.
- Administers FMLA and other employee medical leaves, employee evaluation process and unemployment claims.
- Develops and maintains the Human Resources web site/CougarnetmyHCCstaff portal. Develops and communicates processes for HR website revisions.
- Collects, aggregates, manipulates, archives and reports HR data.
- Coordinates and facilitates conducts new employee orientations onboarding and trainings.
- Assists with special projects, which may include researching topics, preparing PowerPoint presentations, conducting trainings, and attending committee meetings.
- Supports HR/Payroll by acting Acts as a backup to Payroll payroll processes, conflict resolutions and harassment interviews and recruitment related tasks.
- Represents the College at various meetings on and off campus.
- Handles highly confidential information on employees.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of College personnel policies and procedures, including benefits offered by the College.

Knowledge of Human Resource department functions.

Knowledge of facilitator and training skills.

Knowledge of principles of organizational development.

Knowledge of research and assessment tools and techniques.

Knowledge of employment law to assure content of workshops and programs delivered meet legal requirements. Knowledge of applicable Federal and State regulations and statutes.

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

Knowledge of Information Systems management.

Knowledge of report preparation and formatting.

Skill in maintaining confidential information.

Skill in operating using a database system and maintaining payroll and HR systems.

Skill in planning and coordinating complex projects.

Skill in effectively using organization, problem solving and planning skills, including the use of attention to detail and, meeting deadlines and follow through.

Skill in operating a computer and related software applications using computer software in communicating, data gathering and reporting.

Skill in communicating effectively orally and in writing.

Skill in interpersonal and public speaking.

Skill in conducting research, analyzing information and data and presenting findings in a concise form.

Skill in working independently, and prioritizing work.

Ability to perform multiple tasks, meet simultaneous deadlines and complete projects.

Skill in utilizing data to make informed decisions.

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 20 pounds.

MINIMUM QUALIFICATIONS: Bachelor's degree required and two (2) years experience in project planning and coordination, Human Resources, or working with computer information systems OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Notary Public and SHRM Certified Professional (SHRM-CP) or Professional in Human Resources (PHR) preferred. None.

REPORTS TO: Associate VP, Human Resources

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2210

JOB SERIES/FAMILY: General Administrative Series/Human Resources 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: Human Resources Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex, administrative support, utilizing functional knowledge of Human Resources practices and procedures, ~~and with focus on specializing in employee medical benefits~~ leaves and the College search process.

PRINCIPAL DUTIES: (essential functions)

- Handles and maintains highly confidential information on employees as well as candidates for positions.
- Under the direction of the Associate VP of Human Resources, processes employee searches, including drafting and placement of advertising and notices for open positions, setting up positions within online applicant database, assisting applicants, meeting and working with assigned search committees and search committee chairs, reviewing all applicant materials, scheduling interviews, conducting criminal background and reference checks, preparing draft Board action items, ~~coordinating employee physicals,~~ and preparing new hire paperwork.
- Provides excellent customer service when assisting individuals with questions related to open positions. Meets with candidates to review benefits and administer tests.
- Assists in ensuring compliance of equal opportunity and nondiscrimination provisions throughout the search process.
- Manages worker's compensation claim intake and reporting. Maintains appropriate OSHA log information and other required reports.
- ~~Handles highly confidential information on employees as well as candidates for positions.~~
- Compiles and prepares EEOC and other applicant reports from applicant database; provides detailed information as requested.
- ~~Receives and responds to basic unemployment claims.~~
- Provides essential customer service to employees regarding medical leave insurance needs.
- Handles processing of all appropriate ~~medical leave~~ medical insurance-related documents and communications as appropriate with the employee, ~~medical provider, supervisor, insurance company, third party administrator~~ and Associate VP of Human Resources while abiding by HIPAA privacy laws.
- Manages open enrollments for long-term disability and life insurances and assists with claims when needed. Responds to basic questions regarding these and SURS short-term disability.
- Creates and maintains personnel, ~~worker's compensation and medical files~~ as needed.
- Maintains mandatory labor law posters, ~~FLSA handbooks,~~ and job descriptions.
- Prepares insurance paperwork for exiting employees.
- Updates, communicates and maintains primary and backup Nursing Mothers' Act room assignments in campus facilities.

- Updates the College's Call-Em-All staff list and the Emergency Inclement Weather Telephone lists.
- Answers the telephone, responds to requests for information, prepares and distributes memos, correspondence, meeting minutes and other documents; opens and processes incoming mail, orders office supplies and other materials; processes invoices and maintains budget accounts.
- Maintains and updates various employee ~~membership~~ lists, retiree lists, seniority lists, mailing lists, and directories. May make updates to HRIS system as needed.
- Assists with special projects, which may include ~~conducting training and attending~~ committee meetings, assisting at job fairs, etc.
- Communicates professionally in the workplace.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of College personnel policies and procedures, including the Employee Handbook and benefits offered by the College.
 Knowledge of state and federal laws regarding hiring, selection and employment of employees.
~~Knowledge of state and federal laws regarding employee medical leave.~~
Knowledge and understanding of HIPAA.
 Knowledge of principles and practices of office administration.
 Knowledge of office equipment and computer hardware and software applications.
Knowledge of utilizing data to make informed decisions.
 Knowledge of report preparation and formatting.

Skill in maintaining confidential information.
 Skill in planning and coordinating complex administrative office duties.
 Skill in effectively using organization and planning skills, including the use of attention to detail, meeting deadlines, and follow through.
Skill in communicating effectively orally and in writing.
 Skill in operating a computer and related 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 20 pounds.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred, and two (2) years office experience, with one (1) year previous work experience in a human resource environment OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None

REPORTS TO: Associate VP, Human Resources

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2209

JOB SERIES/FAMILY: General Administrative Series/Human Resources Group

LAST REVISED: 6/19/2012/23/19