

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: Institutional Research Data Reporting Analyst

GENERAL STATEMENT OF RESPONSIBILITIES: To support institutional data needs by extracting, managing, analyzing and developing reports using multiple data mining and manipulation tools.

PRINCIPAL DUTIES: (essential functions)

- ~~Serves as ICCB MIS data coordinator and IPEDS keyholder. Responsible for coordinating and generating timely and accurate data submissions among campus stakeholders, ICCB, and IPEDS.~~
- ~~Develops, designs, and writes functional and technical reports by extracting and mining data from several data sources, including the College's student database system. maintains and standardizes state, federal and internal reports based on data needs; and verifies accuracy of data provided.~~
- Verifies data queried and retrieved is accurate and correct. Ensures integrity in utilizing the data provided in reports using a standard sets of definitions.
- ~~Creates functional, detailed report specifications and documentation.~~
- Works with employees and third parties to gain understanding of data needs and determines specification requirements for report generation in order to optimize the utility of the data.
- ~~Supports end users in the use of information gathering tools, the data repository, and the administrative software.~~
- Maintains strategies for data integrity in the Banner database and data warehouse as established by Data Administrator.
- Serves as ICCB MIS data coordinator and IPEDS keyholder. Responsible for coordinating and generating timely and accurate data submissions among campus stakeholders, ICCB, and IPEDS.
- Creates and maintains documentation of data mining procedures for all state, federal and internal reports.
- Responds to internal and external data requests in a timely, effective and respectful manner. user requests for data reports and queries against the Banner database and the data warehouse and ensures accuracy of the reports and queries.
- Provides guidance for report data interpretation. Explains and facilitates an understanding of data presented in reports.
- Works collaboratively with Information Technology Services (ITS) on procedural, system and requirement changes. Provides functional support to ITS for reporting coverage and operational reports as necessary.
- Represents Institutional Research in college groups and committees to gather data and information needs.
- Maintains continuous professional development to stay current on reporting requirements and emerging practices and technologies.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of educational and governmental agency reporting requirements.
Knowledge of principles of relational databases and processes to extract accurate data.
Knowledge of computer programming languages and web development technologies.
Knowledge of multiple data management software packages data extraction software and Enterprise Resource Management (ERP) systems.
Knowledge of logical relationships and processes in interpreting and describing data diagrams.
Knowledge of SQL*Plus, Banner, MS Access, MS Excel.
Knowledge of computer operations and software applications.
Knowledge of utilizing data to make informed decisions.
Knowledge of a 3rd generation report writing and query tools report development softwaresuch as WebFOCUS, FOCUS, Discoverer, Cognos, Crystal Reports.

Skill in operating complex relational database software and a complex suite of programs that are capable of sharing documents of different formats in coding and programming language.
Skill in retrieving, analyzing and presenting data in meaningful formats.
Skill in generating reports, data sets and data extracts utilizing GUI tools such as TOAD and WebFOCUS.
Skill in operating multiple data management software packages data extraction software and Enterprise Resource Management (ERP) systems.
Skill in interpreting and documenting processes.
Skill in using logic to work through problems and accurately envision multiple scenarios that may impact the outcome.
Skill in effectively communicating orally and in writing.
Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in prioritizing multiple tasks, projects and demands.
Skill in handling confidential and sensitive information.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

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

MINIMUM QUALIFICATIONS: Associate's degree in information technology, computer science or a related field and three (3) years work experience with management information systems OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, Institutional Research

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2311

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

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

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TITLE: ITS Support Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To provide comprehensive and ongoing technical support including installation, maintenance and troubleshooting for all college owned computer hardware, wireless devices, software, printers, network devices and systems.

PRINCIPAL DUTIES: (essential functions)

- Supports campus end users by researching and resolving software and hardware conflicts, network connections and related issues.
- Staffs the call center telephones and e-mail for all campus support requests.
- Creates end user computing environments for all users and labs including desktops, laptops, handhelds, Novell-client configuration, and antivirus and malware prevention strategies.
- ~~Researches and resolves software and hardware conflicts, network connections and related issues.~~
- ~~Identifies issues and repairs College owned hardware.~~
- Administers department specific systems and software providing initial setup, configuration, training and support.
- Plans, develops, tests, and analyzes operating system and applications for deployment to all campus computers using best practice procedures.
- Installs, sets up, and supports wireless devices such as notebooks, smartphones, iPads, and tablets using wireless connectivity technologies.
- ~~Staffs the call center telephones and e-mail for all campus support requests.~~
- Documents problem resolution in the ITS knowledge base for future reference.
- Provides technical instruction and training to faculty, staff and students on use of campus technology.
- Obtains price quotes, creates purchase orders and orders computer parts and campus technology equipment as needed.
- Maintains documentation on campus hardware and software inventory licenses and serial numbers.
- Provides backup technical support for ~~Audio-Visual~~media systems and telecommunication functions.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of principles and capabilities of hardware, operating system software and peripheral equipment in a networked environment.

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

Knowledge of the capabilities of computer hardware, software and operating systems.
 Knowledge of hardware and software troubleshooting techniques including those used for audiomedia systems-visual equipment.
Knowledge of using data to make informed decisions.
 Knowledge of job related technical terminology.

Skill in operating and maintaining computer and peripheral equipment safely and competently.
 Skill in analyzing hardware and software malfunctions and determining effective solutions.
Skill in operating workstation management software.
 Skill in using basic tools, equipment and procedures for repairing computers and peripherals.
 Skill in comprehending and effectively communicating job related technical terminology.
 Skill in responding professionally, effectively and efficiently to customer service requests.
 Skill in prioritizing multiple tasks, projects and demands with minimal supervision.
 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 light work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 40 pounds.~~

MINIMUM QUALIFICATIONS: ~~High school diploma, with Associate's degree in information technology preferred and three (3) years related work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.~~

REQUIRED LICENSE/CERTIFICATION: A+ Certification required within six months of hire, Network+ Certification preferred.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, Information Technology Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 23092303

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

LAST REVISED: 07/15/1401/23/19

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TITLE: ITS Support Specialist, Lead

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To Coordinate~~ coordinate various IT support functions within the College's academic computer labs, classroom environments, and administrative support areas.

PRINCIPAL DUTIES: (essential functions)

- ~~Supports end users by researching and resolving software and hardware conflicts, network connections and related issues. Documents and manages service tickets.~~
- ~~Oversees deployment, technical management and endpoint security of desktops, laptops, tablets, etc. and ensures proper configuration/imaging with key tools and systems.~~
- Plans, develops, tests, and analyzes operating system and applications for use on all campus computers using best practice procedures.
- Works collaboratively with faculty and staff to determine needs for software and hardware upgrades and changes in the academic computer labs.
- Coordinates daily problem resolution as well as long term change management and planning of academic applications and needs support in labs and on computers campus wide.
- ~~Researches and resolves software and hardware conflicts, network connections and related issues.~~
- ~~Identifies issues and repairs College owned hardware.~~
- Staffs the call center telephones and e-mail for all campus support requests.
- Documents problem resolution in the ITS knowledge base for future reference.
- Completes fixed asset management for all campus endpoint computing devices including desktops, laptops, tablets and printers.
- ~~Maintains inventory levels of all software and hardware related materials and supplies and orders as needed. Maintains software licenses and agreements.~~
- ~~Provides technical instruction and training to faculty, staff and students on use of campus technology.~~
- ~~Maintains inventory levels of all software and hardware related materials and supplies and orders as needed. Maintains software licenses and agreements.~~
- ~~Updates and maintains Adobe Creative Cloud for Education and other critical software subscriptions including, Lan-School, Deep-Freeze, and Symantec Endpoint, Pro-Tools, Aurelia, Reason, SPSS and others.~~
- ~~Responsible for training ITS Support Specialist.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of principles and capabilities of hardware, operating system software and peripheral equipment in a networked environment.

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

Knowledge of the capabilities of computer hardware, software and operating systems.

Knowledge of hardware and software troubleshooting techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of job related technical terminology.

Skill in operating and maintaining computer and peripheral equipment safely and competently.

Skill in analyzing hardware and software malfunctions and determining effective solutions.

Skill in using basic tools, equipment and procedures for repairing computers and peripherals.

Skill in comprehending and effectively communicating job related technical terminology.

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

Skill in prioritizing multiple tasks, projects and demands with minimal supervision.

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 medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 40 pounds.~~

MINIMUM QUALIFICATIONS: ~~High school diploma, with Associate's degree in information technology preferred and three (3) years related work experience OR an equivalent combination of education and experience that provide the required knowledge and skills.~~

REQUIRED LICENSE/CERTIFICATION: ~~A+ Certification preferred~~required within six months of hire. Network+ Certification preferred.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, Information Technology Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2308

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

LAST REVISED: 01/23/19

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TITLE: ~~Audio Visual~~ ITS Support Specialist, Media Systems

GENERAL STATEMENT OF RESPONSIBILITIES: To research, plan, design, install, support, maintain, repair and troubleshoot College audio visual equipment.

PRINCIPAL DUTIES: (essential functions)

- Researches, designs, installs, configures, and instructs on audio-visual equipment/media systems equipment, including temporary equipment and audiovisual-media systems racks and furniture, and collaborates with faculty on best use of classroom instructional media systems design.
- Answers questions, troubleshoots problems and resolves issues with equipment performance.
- Creates and maintains plan for long term replacement of existing media systems equipment.
- ~~Coordinates, implements and manages programs and procedures in the audiovisual department.~~
- ~~Records, edits, designs and produces videotapes and/or DVDs of College programs and curriculum for internal use as well as for student and public purchase.~~
- ~~Processes office requests and other paperwork and maintains necessary data.~~
- Oversees and assigns the work of Hires, trains, assigns work and supervises assigned staff, including student workers.
- Maintains and inventories College audiovisual-media systems equipment and supplies.
- Processes office and facility requests, purchase requisitions and other paperwork and maintains necessary data.
- ~~Provides recommendations and requested reports to supervisor related to audiovisual departmental matters.~~
- Responds to internal requests for taping and producing videos. Provides digital conversion of media.
- Performs installation of the structured cable portion of the HCC campus network infrastructure for both ITS and Media Systems.
- Creates and maintain VoIP phone system user accounts and provides end user training and support.
- Researches, prices and procures furniture for campus areas.
- Provides hardware and software support for campus digital signage network.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of principles and practices associated with audio and visual technology operation.

~~Knowledge of audio and visual satellite technology.~~

Adopted 2/23/10

ITS Audio Visual Specialist Support Specialist, Media Systems

Knowledge of network structured wiring techniques.
Knowledge of basic operation and maintenance of audio and visual equipment and digital signage hardware and software.
Knowledge of utilizing data to make informed decisions.
Knowledge of principles and practices associated with supervising, training and evaluating workers.

Skill in connecting and operating audio and video equipment and digital signage.
Skill in troubleshooting problems with audio and video equipment and connections.
Skill in comprehending and effectively communicating job related technical terminology.
Skill in responding professionally, effectively and efficiently to customer service requests.
Skill in video camera operation to record events and post production editing, recording and dubbing audiovisual presentations.
Skill in operating computer equipment and software applications.
Skill in scheduling and assigning work to others.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

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

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

REQUIRED LICENSE/CERTIFICATION: ~~None.~~ Certified Technology Specialist (CTS) General preferred.

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

REPORTS TO: Director, Information Technology Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2305

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

LAST REVISED: ~~10/25/11~~ 01/23/19

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TITLE: Library Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To provide excellent customer service in conducting specialized tasks in addition to the day-to-day operations of the library.

PRINCIPAL DUTIES: (essential functions)

- Serves as primary point of service for library customer service; supervises circulation desk, answers the telephone and routes calls, answers questions, performs routine clerical tasks, enters data and maintains library records and files.
- Provides reference assistance in the use of and retrieval from print and electronic resources as well as computer and software support.
- Catalogs new materials and coordinates processing of new acquisitions. Removes outdated or damaged library materials.
- Oversees and assigns work of student workers.
- Maintains periodical holdings and records, and serves as the liaison with the subscription agent.
- Selects books for the leasing program and maintains that collection.
- ~~Catalogs new materials and coordinates processing of new acquisitions.~~
- Assists with Places interlibrary loan records and orders and maintains library/faculty reserves.
- ~~Provides reference assistance in the use of and retrieval from print and electronic resources.~~
- ~~Answers the telephone and routes calls, answers questions, performs routine clerical tasks, and maintains library records and files.~~
- ~~Assists with library tours and library orientation sessions.~~
- ~~Oversees and assigns work to student workers.~~
- Collects, tabulates and accounts for library fine and printing revenue.
- ~~Oversees the rental book collection and acts as the liaison with the leasing company.~~
- Provides oversight of the library in the absence of the Reference Librarian and User Services Librarian.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of general library operations.

Knowledge of information and reference resources.

Knowledge of computer equipment and software applications.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating computer equipment and software applications.

Skill in responding professionally, effectively and efficiently to customers.

Skill in scheduling and assigning work to others.

Skill in providing customer service.

Skill in prioritizing multiple tasks.

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

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

MINIMUM QUALIFICATIONS: High school diploma, Associate's degree and three (3) years library experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None, Successfully pass the barcode certification test within 3 months of hire.

REPORTS TO: Executive Vice President, Academic Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2511

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

LAST REVISED: 07/15/14-01/23/19

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TITLE: Lifelong Learning Program Specialist*

GENERAL STATEMENT OF RESPONSIBILITIES: To assist in building and maintaining 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 recommends hiring of part-time instructors for the Lifelong Learning program. Negotiates instructional rates.
- Promotes existing and planned Lifelong Learning programs within the district.
- Evaluates course offerings for future schedules.
- Represents the College at various meetings on and off campus.
- 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 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 ~~Associate's~~ degree in Adult Education, Community Education, Business, or related field and one (1) year 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: Coordinator, Lifelong Learning Program

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: 5405

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

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

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TITLE: Manager, Accounting

GENERAL STATEMENT OF RESPONSIBILITIES: To manage and coordinate the daily operations of the College's accounting functions including purchasing, accounts payable and accounts receivable. Maintains internal and external accounting controls to ensure compliancy.

PRINCIPAL DUTIES: (essential functions)

- Reviews all expense documents such as purchase requisitions, check request, requests for travel, petty cash and procurement card reconciliations to ensure correct financial procedures are followed. Resolves accounting issues as necessary.
- Processes documents for purchasing and provides coverage for accounts payable as needed.
- Monitors and analyzes various bank accounts and funds for reconciliation and cash flow. Facilitates corrective action if necessary.
- Audits College budgets and reviews for over budget items or errors. Performs corrections and revisions as needed.
- ~~Implements, coordinates and monitor processes and procedures for the College's accounting and cashier's offices.~~
- Maintains an effective accounting system for all funds.
- Facilitates communication with accounting staff for duty scheduling and prioritization of deadlines.
- Assists in the preparation of financial reports, unit cost studies, the annual audit and budget and other special financial analysis reports for the President, Board, State and local offices and internal management.
- Accounts for and monitors grant expenditures spent under state and federal restricted accounts.
- 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.
- Coordinates, plans and executes annual financial audit.
- ~~Applies continuous improvement strategies in processes and procedures in dealing with students, other departments and technology applications.~~
- Operates a credit card swipe terminal.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

~~Knowledge of governmental accounting and reporting requirements.~~

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
Knowledge of budgetary preparation, revenue sources and the fiscal management of an educational institution.
Knowledge of governmental accounting, auditing, purchasing and cash management principles, practices and processes.
Knowledge of strategic planning and research and analysis strategies.
Knowledge of college operations and organization.
Knowledge of customer service techniques.
Knowledge of computers and software applications.
Knowledge of personnel management and supervisory principles and practices.
Knowledge of utilizing data to make informed decisions.
Knowledge of computerized accounting and record keeping systems.

Skill in reporting the College's financial status.
Skill in conducting feasibility and cost benefit analysis studies.
Skill in creating and analyzing accounts and other financial reports.
Skill in identifying problems, evaluating alternatives and implementing effective solutions.
Skill in developing, implementing and evaluating policies and procedures.
Skill in creating and presenting analytical and complex financial data in written and graphic formats.
Skill in selecting, organizing and evaluating staff performance.
Skill in operating computer equipment and performing complex calculations operating computers and software applications including complex databases and spreadsheets.
Skill in performing detailed numerical computations.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

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

MINIMUM QUALIFICATIONS: Associates degree required, Bachelor's degree in accounting, finance, business administration or a related field preferred, and three (3) years accounting or financial experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: May require a criminal background check.

REPORTS TO: VP, Administrative Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6205

JOB SERIES/FAMILY: Financial and Accounting Series/Accounting Group
LAST REVISED: ~~7/16/13~~01/23/19

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TITLE: Manager, Math Achievement Center

GENERAL STATEMENT OF RESPONSIBILITIES: To promote student success in Mathematics by managing the operations and services, and by supporting the research, assessment, and implementation of best practices in the Math Achievement Center.

PRINCIPAL DUTIES: (essential functions)

- Manages all day-to-day operations of the Math Achievement Center (MAC), effectively handles issues and concerns on a timely basis as they arise.
- Delivers transitional math courses, college level math courses, or campus informational sessions, as assigned in order to be more fully integrated with faculty and students. Total courses taught are not to exceed 8 credit hours per semester.
- Sets up and coordinates computer MAC classes utilizing appropriate software, ~~including entering students in classes and assigning instructors.~~
- Hires, supervises, trains and evaluates MAC part-time instructional staff and student workers.
- Maintains, models, directs and supports the interactive learning process in the MAC.
- Develops and ~~new and revised~~evaluates curriculum for MAC courses, completes assessment of student learning, creates alternative testing formats, and provides technology training for instructors and students. Updates software, tests/manuals, forms and learning objects and graphing calculators.
- Supports the vision of academic preparedness that seeks to serve students who enter the College underprepared throughout their career at the College.
- ~~With the Director, Learning and Transitional Education Services, assists with the development of strategies for primary and supplemental instruction and maintains the new interactive learning model process in the MAC by modeling and supporting instructors.~~
- Coordinates with the Success Center, other College departments and college level faculty members with the purpose of helping student success in Mathematics.
- ~~Provides research into best practices and methodologies for transitional math education and identifies the most appropriate teaching tools suitable to students.~~
- ~~Coordinates the B4U Test Program to include recruiting and training instructors, scheduling dates, communicating with necessary internal departments, completing paperwork and evaluating the program data.~~
- Develops class schedules and recommends teaching assignments that efficiently distribute teaching loads.
- Assists in the development of the budget, makes recommendations for the purchase of supplies, materials and equipment.
- Collaborates with the Director of Learning and Transitional Education Services in development and implementation of strategies for instruction, research of best practices and methodologies for transitional math education, program and course development, assessment of services and formation of improvements based on findings. ~~to involve students at all levels in transitional~~

~~mathematics and to work closely with faculty and math tutors to strengthen student math backgrounds in order to succeed in math.~~

- Responds timely to math-related inquiries from students, faculty, administration and staff.
- Coordinates the B4U Test Program to include recruiting and training instructors, scheduling dates, communicating with necessary internal departments, completing paperwork and evaluating the program data.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- ~~Regularly assesses services and makes improvements based on findings.~~
- 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 learning and teaching.

Knowledge of transitional math instruction.

Knowledge of principles, practices and processes of testing and student assessment.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of documenting information accurately.

Knowledge of academic resources.

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

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

Knowledge of office management and workflow procedures.

Knowledge of budget preparation and monitoring.

Knowledge of utilizing data to make informed decisions.

Knowledge of computer operations and software applications.

Skill in developing curriculum, delivering instruction in transitional math courses and assessing learning.

Skill in developing and evaluating policies and procedures.

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

Skill in coordinating testing and assessment programs.

Skill in providing instruction to diverse student populations.

Skill in using technology to improve teaching and learning

Skill in operating computers and software applications.

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

Skill in communicating both orally and in writing.

Skill in working independently.

Skill in effectively using organizational and planning techniques.

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. 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 Mathematics or a related field with extensive upper level coursework in Mathematics and three (3) years' experience in providing math instruction at high school or college level required OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None

REPORTS TO: Director, Learning and Transitional Education Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4714

JOB SERIES/FAMILY: Student Support Services Series/Learning Services 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: Natural Science Lab Assistant

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To p~~Plans and coordinates laboratory activities in Natural Science to support instructional programs.

PRINCIPAL DUTIES: (essential functions)

- ~~Sets up and p~~Prepares and sets up equipment, solutions, media and supplies for assigned labs. Cleans up following lab experiments including benches, hoods, and reagent tables.
- ~~Performs basic maintenance of laboratory and greenhouse instrumentation/equipment. Serves as liaison for contracted maintenance when necessary.~~
- Provides maintenance and care of living organisms.
- Supervises lab student workers.
- ~~Performs basic maintenance of laboratory and greenhouse instrumentation/equipment. Serves as liaison for contracted maintenance when necessary.~~
- Maintains inventory of laboratory supplies and purchases chemicals and supplies as needed.
- Participates in recruitment, learning events, building tours, fundraisers and transfer programs related to area of assignment.
- Assists with the preparation of annual budgets for assigned areas, including proposed expenditures for equipment, supplies, repair and maintenance.
- In accordance with the Risk Management Policy and Program:
 - Provides expertise on safety and regulatory issues.
 - Participates in academic laboratory safety program and chemical hygiene committee.
 - Properly handles, maintains, stores and disposes of chemicals, microbiological and biological specimens, including human cadaver and potentially infectious microorganisms.
 - Acts as the Laboratory Standard Training Instructor.
 - Trains faculty/staff on lab safety procedures as necessary; enforces lab safety to assure student and employee safety.
 - Serves as liaison with regulatory agencies and assists with external inspections.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of laboratory methods, practices, procedures.
 Knowledge of laboratory equipment, safety and hazardous waste disposal procedures.
 Knowledge of OSHA standards.
 Knowledge of Material Safety Data Sheets.
Knowledge of utilizing data to make informed decisions.

Knowledge of the care and maintenance of living organisms

Skill in reading and interpreting lab manuals.

Skill in calibration, operation and maintenance of technical laboratory equipment and instruments.

Skill in organizing, planning and prioritizing laboratory activities.

Skill in communicating effectively both orally and in writing.

Skill in scheduling and assigning work to others.

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

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

MINIMUM QUALIFICATIONS: Associate's degree in Biology or related field with two years of related work experience, Bachelor's degree preferred OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: Valid driver's license and ability to successfully pass motor vehicle record check preferred.

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

REPORTS TO: Associate Dean, Health, Natural Science and Mathematics

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: ~~8111~~8103

JOB SERIES/FAMILY: Academic Series/Health, Natural Science and Math 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: Network Administrator

GENERAL STATEMENT OF RESPONSIBILITIES: To design, implement, and maintain campus network, servers, storage, applications, and services to meet the needs of students, faculty and staff while ensuring high levels of availability.

PRINCIPAL DUTIES: (essential functions)

- Maintains and provides network and email accounts, file storage and printing for students, faculty and staff, ensuring proper access to proper resources as authorized by appropriate channels.
- Manages and implements new networks, servers, storage, and applications, including timely upgrades of those systems.
- Plans and applies necessary security measures and software patches to safeguard the College's data and systems.
- Monitors and maintains campus network and server system. Reviews usage patterns to maintain optimal system configuration and performance.
- Works with network users in maintaining optimal configuration of their user environment and access to data and applications.
- Assists ITS Support Specialists and ~~Audio-Visual Specialist~~ with deployments and upgrades as needed. Provides backup coverage to ~~Audio-Visual~~Media Systems.
- Troubleshoots and resolves user issues/questions.
- Maintains physical network infrastructure, inventory and network maps. Also maintains server and storage inventory.
- Researches and stays current on solutions for support issues and future growth projects.
- Administers, monitors, and tests campus data backup solutions and refines the campus data recovery plan.
- Provides internal support to the department by strategizing on future technology needs, planning future budgetary needs, researching latest security vulnerabilities, and network, server, storage and application upgrades.
- 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 network operating system software such as Linux, VMware or Windows and storage administration.

Knowledge of email suite/collaboration administration.

Knowledge of backup system administration such as VMware/agent based backups, LTO tapes and cloud-based backups.

Knowledge of directory services such as eDirectory/Active Directory, LDAP.

Knowledge of application specific administration (document imaging, mobile management, workstation/application management system).
Knowledge of hardware, tools, equipment and materials used in networking such as switches, routers, protocols, fiber cabling and devices.
Knowledge of security and vulnerability administration such as: firewalls, antivirus software and deployment, email spam filtering, and spyware prevention and removal.
Knowledge of utilizing data to make informed decisions.

Skill in operating and maintaining network operating systems.
Skill in solving technical problems involving integrated operating systems and hardware platforms.
Skill in PC desktop administration (deployment, management, troubleshooting).
Skill in safely utilizing specialized testing equipment and tools.
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 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 up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects.

MINIMUM QUALIFICATIONS: Associate's degree in information technology, computer science or a related field, Bachelor's degree preferred, 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: ComTIANetwork+ or other network administration certifications required within six (6) months of hire. Open Enterprise Server Certification 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: 2317

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

LAST REVISED: 01/16/18-01/23/19

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: Office Coordinator, Athletics and Physical Education

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the office operations within a specific office, department or division within the college.

PRINCIPAL DUTIES: (essential functions)

- Prepares deposits for numerous budgets throughout the year for games, concessions, tournaments, fundraisers, campus, Cougar Backer Fan Club and banquets. Maintains cash box and concession money during volleyball/basketball seasons.
- Gathers and enters information into the computer for reports and other documents, generates necessary forms, documents and reports, and maintains records, files, and schedules/rosters.
- ~~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 administrative support such as answering the telephone, responds to inquiries and complaints and determines appropriate resolutions to situations; preparing and distributing memos, correspondence, meeting minutes and other documents; opening and processes incoming mail, ordering office supplies and other materials; processing financial documents, depositing money into accounts, maintaining calendars, scheduling meetings, monitoring budget accounts and maintaining athletic web pages.
- ~~Coordinates classes, instructors and materials needed.~~
- Prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- ~~Provides clerical and secretarial support to the department.~~
- Creates promotional materials for Athletics.
- May provide support to the Leadership Institute Program.
- ~~May be required to assign~~ Oversees and review the assigns work of others 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 accounting and bookkeeping principles and practices.

Knowledge of report preparation and formatting.

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

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of principles and practices of office administration.

~~Skill in coordinating people and processes.~~

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

Skill in handling confidential and sensitive information.

Skill in communicating effectively orally and in writing.

Skill in performing accounting and record keeping tasks and monitoring budgets.

Skill in operating office equipment, and computers 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.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office or accounting experience 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, Business & Technology Director, Athletics and Physical Education

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1110

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: Fine Arts Assistant Office Coordinator, Humanities, Social Sciences and Fine Arts

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support and coordinate the office operations of the Humanities, Social Sciences and Fine Arts division as well as handle the day-to-day operations of the Box Office. To provide technical administrative support, utilizing functional knowledge of theatrical programs and events.

PRINCIPAL DUTIES: (essential functions)

- Takes reservations for Fine Arts events over the telephone, in-person and via e-mail. Creates seating assignments. Distributes tickets, collects money and reconciles cash received. Operates box office during performances.
- Creates and maintains course schedules in Banner, generates necessary forms and documents, distributes, collects and summarizes student evaluations for identified division faculty members, maintains files, and arranges for needed course materials.
- Provides administrative support such as answering the telephone, responds to inquiries and complaints and determines appropriate resolutions to situations; gathering and entering information into the computer for reports and other documents, preparing and distributing memos, correspondence, meeting minutes and other documents; opening and processes incoming mail, ordering office supplies and other materials; processing financial documents, reconciling sales, maintaining calendars, scheduling meetings, and monitoring budget accounts.
- Assists the Gallery Director with updating and distributing each exhibit prospectus, as well as assisting with the collection and release of exhibition artwork.
- Oversees the creation of the Friends of Fine Arts (FoFA) newsletter as well as collecting and depositing FoFA dues, maintaining FoFA membership lists, and generate any correspondence(s) with FoFA members.
- Creates special flyers, designs and prints tickets, designs and recreates and programs for theatre Fine Arts events, postcards and extensive mailing pieces, utilizing specialized computer software programs.
- Takes reservations for theatre events over the telephone and via e-mail. Creates seating assignments. Distributes tickets, collects money and reconciles cash received. Operates box office during performances.
- 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.
- Oversees and assigns and reviews work of student workers.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles and practices of making reservations and assigning seats for theatrical performances.

Knowledge of principles and practices of operating a theatrical box office.

Knowledge of principles and practices of office administration.

Knowledge of office equipment and computer hardware and software applications, including publishing programs.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in designing and creating flyers, programs and other specialized materials.

Skill in composing letters, reports and other documents.

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

Skill in maintaining confidential information.

~~Skill in marketing and promoting performances, programs and events.~~

Skill in working independently, and prioritizing multiple tasks.

Skill in operating computers and software applications, including PageMaker and PhotoShop publishing programs.

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 10 pounds.

MINIMUM QUALIFICATIONS: Associate's degree and two (2) years theatre 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: ~~Associate Dean, Humanities, & Social Sciences and Fine Arts~~

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 43051110

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

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

Highland Community College Position Description

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TITLE: Office Coordinator, Nursing/Allied Health, Natural Science and Mathematics

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support and coordinate the office operations within a specific office, department or division within the college the Nursing/Allied Health, Natural Science and Mathematics divisions.

PRINCIPAL DUTIES: (essential functions)

- Provides administrative support such as answering the telephone, responds to inquiries and complaints and determines appropriate resolutions to situations; gathering and entering information into the computer for reports and other documents, preparing and distributing memos, correspondence, meeting minutes and other documents; opening and processes incoming mail, ordering office supplies and other materials; processing financial documents, depositing money into accounts, maintaining calendars, scheduling meetings, and monitoring budget accounts.
- Creates and maintains course schedules in Banner, updates and enters course syllabi into system, generates necessary forms and documents, distributes, collects and summarizes student evaluations for identified division faculty members, maintains files, and arranges for needed course materials.
- ~~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.~~
- ~~Coordinates classes, instructors and materials needed.~~
- ~~Prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.~~
- ~~Provides clerical and secretarial support to the department.~~
- Schedules student nursing Kaplan testing exams.
- May assist with planning of special events.
- ~~May be required Oversees and to assigns and review the work of others 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 accounting and bookkeeping principles and practices.~~

Knowledge of report preparation and formatting.

Knowledge of office equipment and computer hardware and software applications.

Knowledge of customer service techniques.

Knowledge of principles and practices of office administration and management.

Skill in coordinating people and processes.

Skill in report preparation.

Skill in handling confidential and sensitive information.
Skill in performing accounting and record keeping tasks.
Skill in operating office equipment and 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.

MINIMUM QUALIFICATIONS: High school diploma, with Associate's degree preferred and two (2) years office or accounting experience 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, Business & TechnologyAssociate Dean, Natural Science and Mathematics (primary)
Associate Dean, Nursing and Allied Health (secondary)

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1110

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: ~~Coordinator, Outreach, and Dual Credit~~ and Pathways Coordinator

GENERAL STATEMENT OF RESPONSIBILITIES: Develops opportunities and coordinates follow up efforts to interact with prospects, communicate with prospective students and provide early general advisement as it relates to careers and College programs, services and educational opportunities. Develops, cultivates and maintains effective relationships-partnerships with school district administrators, counselors and teachers, and HCC -that foster increased dual credit and Pathways opportunities. Coordinates and liaisons between the high school and college administrators to help meet requirements and standards for the dual credit program. Responsible for the implementation of Academic Pathways and will coordinate the registration, advising, and retention of high school students taking HCC classes, either as dual credit or articulated credit option. Serves as liaison to regional K-12 School District, Rock Valley Collee and other agencies related to the Pathways program.

PRINCIPAL DUTIES: (essential functions)

- Provides current information to our new and prospective students about careers, academic programs, and other opportunities.
- Assists students, community members, prospects and staff with questions and concerns regarding admissions, registration, residency, courses, programs, etc. Makes proper referrals as needed. Collects and verifies all admission requirements for Dual Credit students have been completed and submitted.
- Ensures positive and quick follow-up with prospective students by coordinating with other staff in admissions, marketing and community relations, advising and other areas of the College as well as maintaining organized outreach materials.
- Participates in prospect management including data input, report generation, and use of the Customer Relationship Management system to ensure strategic communication plans are met with regular and sequential contacts and notifications.
- Provides information and tracking of data to monitor the effectiveness of College recruitment efforts including use of recruitment calendar and other forms of documentation; coordinates with institutional research department as needed.
- Advises students individually and in group presentations. Coordinates opportunities for interaction with the appropriate personnel in the college, school districts, companies, government and non-profit agencies and others in order to ensure positive outreach relationships.
- Assists with continuing evaluation of current and new processes and makes recommendations regarding practices and processes.
- Expands the pool of prospective students by strategically working with new potential students under cooperative agreements, utilizing electronic tools such as the web site and Career Cruising, and developing new relationships that expand outreach opportunities.
- May need to identify students participating in programs such as, but not limited to, Workforce Innovation and Opportunity Act (WIOA), English as a Second Language

~~Coordinator, Outreach, and Dual Credit~~ and Pathways Coordinator

Adopted 08/18/15

(ESL) and various precollege initiatives for enrollment into career pathways to certificate and degree completion.

- Designs and implements outreach and promotional programs to encourage enrollment and as a service to students, employers, alumni, faculty and staff.
- Responsible for overall marketing, recruitment and retention efforts for the Pathways program. Will be Linking Talent with Opportunities within the region by working as a team with other instructional staff in developing and implementing marketing and recruitment strategies and may be assigned specific responsibilities such as website updates and coordinating events with specific Pathways.
- Plans and coordinates Pathways events. Supports and participates in Dual Credit programming, events, and services.
- Works with key community relationships to support public programs with the potential of assisting people into the correct Pathway.
- Develops and brokers strategic alliances and relationships to increase high school partnerships and create opportunities for eligible students to earn college credit while still enrolled in high school. Develops, cultivates and maintains professional partnerships with regional K-12 districts, Rock Valley College and other organizations related to Pathways and Dual Credit.
- Develops, implements and monitors strategies to increase dual credit enrollment and high school matriculation to Highland.
- In collaboration with other staff in student services and academic divisions, facilitates the expansion of dual credit by acting as a liaison in development, approvals, and updates for transfer dual credit agreements in accordance with the approved dual credit processes, Illinois Community College Board, and current state and Federal laws.
- Identifies needs of students in dual credit and helps coordinate the provisions of student services. In collaboration with appropriate departments on campus, streamlines the processes for testing, registration and other student services required for dual credit students.
- Engages and supports Pathways and dual credit students through educational requirements, career exploration and successful completion.
- Coordinates the development and administration of dual credit and dual enrollment opportunities at area high schools by working collaboratively with academic divisions, Director of Enrollment and Records, and other administrators as required.
- Assists in developing and implementing Career and Technical Academic Instructional Pathways with CEANCI and business stakeholders.
- Collaborates with internal and external stakeholders to support efforts for expanded and new Pathways for the region.
- Collaborates with agency partners, business and industry for purpose of identifying Industry Credentials for High Priority Occupations regionally.
- Provides training for other members of the team with respect to enrollment outreach efforts.
- Participates in Industry advisory committees and councils.
- Has a long-term recruitment and retention focus utilizing positive representation of the College to students and the public.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

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

Knowledge of academic resources.

Knowledge of documenting information accurately.

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

Knowledge of computer operations and software applications.

Knowledge of community resources.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

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

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

Skill in organizing and managing data and responsibilities

Skill in operating office equipment, computers and software applications.

Skill in communicating effectively in writing.

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

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

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

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

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~Work is routinely performed in office environments. Subject to driving, standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 30 lbs. 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 Marketing, Communications, Student Personnel, Psychology, or similar degree. Master's degree is preferred. and three (3) years' work experience in a related field such as student personnel, marketing and communications is required or an equivalent combination of education and experience that provide the required knowledge and skills. Ability to work a flexible schedule that may require evening and weekend hours. Must be able to work remotely and utilize technology for communication and organization. Experience working in higher education preferred. Travel to and from facilities is required.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director of Enrollment and Records

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: ~~Non-Exempt~~

CLASS CODE: 4215

JOB SERIES/FAMILY: Student Support Services Series/Admissions 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: Payroll Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: ~~To prepare and process bi-weekly payroll for the college's employees.~~ To prepare, process and review data to assure accurate compensation for College employees by the established deadlines, as well as provide excellent customer service to employees and outside vendors.

PRINCIPAL DUTIES: (essential functions)

- Prepares, verifies and processes bi-weekly payroll; including processing semester assignments, processing garnishments, maintaining authorizations for payroll deductions; making deductions of withholding amounts and maintaining accurate accounting control of such amounts such as state and federal income taxes, retirement contributions, union dues and various other deductions. Enters payrolls into general ledger accounts.
- ~~Prepares calculations and processes garnishments.~~
- Processes pre-hire and new hire paperwork for part-time faculty, temporary employees, seasonal employees and student employees, verifies completion of employment paperwork, follows up on missing or incorrect information, and enters data into the payroll system.
- Responds to employee and third party questions and issues related to payroll; resolves problems as needed. Verifies employment for various agencies and institutions.
- Updates and maintains SURS web site with new hires, terminations, changes, and annuitant hire information. Assists SURS in verifying information and researching employment and compensation information for former employees and retirees.
- Prepares monthly life insurance and LTD billings for payment.
- Prepares and transmits state and federal payroll reports, SURS bi-weekly amounts and 403(b) contribution amounts; generates bi-weekly deduction reports and internal reports as requested. and enters payrolls into general ledger accounts.
- ~~Counsels employees on benefits including but not limited to flexible benefit plan, vacation, sick leave, personal leave, tax sheltered annuity plans, and retirement system.~~
- Maintains all employee payroll files and part time faculty personnel files.
- Maintains the tracking system for employee absences and the sick leave bank.
- ~~Verifies employment for various agencies and institutions.~~
- ~~Completes surveys and reports as requested.~~
- ~~Verifies completion of employment paperwork.~~
- ~~Assists in tracking student employees.~~
- ~~Assists with the Tax Sheltered Annuity Plan administration.~~
- Verifies and authorizes employee Tuition Waiver requests and communicates eligibility changes.
- Maintains confidentiality of all payroll and human resource records, correspondence, functions and information.

- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of state, federal, and local payroll principles, practices and processes.

Knowledge of accounting policies and procedures.

~~Knowledge of employee benefit plans and programs.~~

Knowledge of computer operations and software applications.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in processing payroll and related accounts.

Skill in efficient work habits such as accuracy, meeting deadlines, working independently, paying attention to detail and effective organization.

~~Skill in receiving and calculating payroll and related accounts.~~

Skill in communicating and interpreting policies, processes and practices related to payroll and employee benefit programs.

Skill in operating a computer and software applications.

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

PHYSICAL REQUIREMENTS/ACTIVITIES: The physical requirements of this position are medium work, exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects. Work is routinely performed in 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 in business or accounting preferred and two (2) years payroll processing 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: Associate VP, Human Resources

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3211

JOB SERIES/FAMILY: Financial and Accounting Series/Accounting 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: Student Accounts Specialist I

GENERAL STATEMENT OF RESPONSIBILITIES: To support all student account receivable services functions. For internal purposes, this position will also support non student accounts receivable, petty cash and other billings.

PRINCIPAL DUTIES: (essential functions)

- Answers questions and resolves issues for clients both in person, via telephone or e-mail to provide excellent customer service support.
- Performs administrative tasks for student accounts such as applying payments/waivers/exemptions, refunds, late fees and holds, modifying collection messages, and documenting student proceedings. Receipts money for both student and non student accounts receivable.
- ~~Disburses financial aid, loans and refunds.~~
- ~~Enters waivers, exemptions and third party billing vouchers.~~
- Verifies third party contracts, bills third parties for tuition/books, tracks payment and further collection attempts, as necessary.
- Records miscellaneous deposits from other departments.
- ~~Generates electronic monthly E-Bill's and manual bill third party vendors.~~
- ~~Processes collections electronically and reviews and updates in a timely manner.~~
- ~~Maintains cash on hand, petty cash, and prepares bank deposits.~~
- Assists in managing the Local Debt Recovery claims.
- Updates and maintains the Cashier's Office procedural manual.
- ~~Provides support services such as cashing personal checks, providing cash boxes, selling stamps, special event tickets, etc.~~
- Operates a credit card swipe terminal.
- Performs other duties as assigned

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of computer operations and software applications.

Knowledge of customer and personal service principles.

Knowledge of bookkeeping practices and principles.

Knowledge of college's policies and procedures pertaining to student and non student accounts receivables.

Knowledge of utilizing data to make informed decisions.

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

Skill in operating computers and software applications.

Skill in effectively identifying, prioritizing, resolving, documenting and communicating operational issues.

Skill in efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others.

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

~~Skill in maintaining confidential information.~~

Skill in communicating effectively.

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: High school diploma, with Associate's degree in Accounting or Business preferred and two (2) years office or accounts receivable 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: Manager, Accounting

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 32063204

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

LAST REVISED: ~~7/16/2013~~ 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: Student Accounts Specialist II

GENERAL STATEMENT OF RESPONSIBILITIES: Handles the current and past due student accounts receivables and supports ~~To support the~~ College's application software, TouchNet Online Bill Pay, ~~and be responsible for all student accounts receivable services functions.~~ For internal purposes, this position will be responsible for non-student accounts receivable, petty cash, and other billings.

PRINCIPAL DUTIES: (essential functions)

- Answers questions and resolves issues for students and others related to student account balances, both in person, via telephone or email, providing excellent customer service support.
- Acts as point person for TouchNet Online Bill Pay. This involves creating payment plans, testing, troubleshooting, conducting training, documenting processes and procedures, reporting incidents/concerns to appropriate individuals, and providing advanced support for resolving issues.
- ~~Communicates student accounts receivable issues to other affected departments.~~
- ~~Answers questions and resolves issues for clients, both in person, via telephone or email, providing excellent customer service support.~~
- Plans and assigns the Oversees workflow of the Cashier's office Office through training, delegation and review of assignments and constructive feedback of the Student Accounts Specialist I.
- ~~Receipts money for both student and non-student accounts receivable.~~
- ~~Disburses financial aid, loans, and refunds to student accounts.~~
- Processes student refunds for financial aid disbursements.
- Completes fiscal, calendar year, and monthly processes such as reconciling third party vendor accounts, unreturned bookstore rentals, financial aid accounts billed through the Cashier's Office, and Illinois Local Debt Recovery and collection accounts to ensure compliance. Assists with processing 1098-T Tuition Statements.
- Enters waivers, exemptions, and third party billing vouchers. Builds new exemptions/waivers in Banner as necessary.
- In collaboration with appropriate departments, facilitates tuition due dates and attends drop meetings. Communicates deadline dates on schedules/statements and creates and maintains payment plans in the system.
- Generates electronic monthly E-bills and manually bills third party vendors, applies late fees and financial holds on past due accounts and manages past due accounts through the Illinois Local Debt Program or the collection agency.
- ~~Processes collections electronically and reviews and updates accounts in a timely manner.~~
- Works with third party vendors to setup contracts for payment of tuition/books, completes third party book vouchers for use in bookstore, and bills third party vendors each semester.
- Receipts money for both student and non-student accounts receivable.
- Maintains cash on hand, petty cash, and prepares bank deposits.

- Provides support services such as cashing personal checks, providing cash boxes, selling stamps and special events tickets.
- Operates a credit card swipe terminal.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of computer operations and software applications.

Knowledge of customer and personal service principles.

Knowledge of bookkeeping practices and principles.

Knowledge of College policies and procedures pertaining to student and non-student accounts receivable.

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

Skill in operating computers and software applications.

Skill in effectively identifying, prioritizing, resolving, documenting and communicating operational issues.

Skill in organizing, coordinating, assigning and monitoring work flow and project activities.

Skill in efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others.

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

~~Skill in maintaining confidential information.~~

Skill in communicating effectively.

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: High school diploma, with Associate degree in Accounting or Business preferred and two (2) years office or accounts receivable experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

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

REPORTS TO: Manager, Accounting

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3205

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

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

Highland Community College Position Description

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

TITLE: Student Advisor

GENERAL STATEMENT OF RESPONSIBILITIES: To help students achieve their academic goals by providing guidance and advisement during the career decision-making process, educating students about HCC programs, assisting students with the selection of an appropriate course load, developing relationships with students, monitoring student progress and advising or referring students to appropriate resources.

PRINCIPAL DUTIES: (essential functions)

- Manage student and prospective student cases.
- Advise students and prospective students related to placement test preparation, classes, degrees, transfers, careers, etc.
- May verify and approve transcripts and provide degree compliance checks.
- Guide students in career and college major exploration, including the use of assessment tools.
- Work with students with diverse developmental academic needs and assist students in transitioning between educational levels such as GED or developmental students to college level courses.
- Work with colleagues to support student retention and transition.
- Provide resources or coordinate student cases with appropriate specialists and areas on campus to ensure educational success.
- Retrieve, utilize and report information on the computer pertaining to students. Analyze data and communicate to appropriate departments or employees.
- Provide basic financial aid advising.
- Assist with continuing evaluation of current and new processes.
- Assist with development and maintenance of reporting mechanisms to recognize at-risk students.
- Being proactive and displaying initiative in helping students through the advising process.
- Have a long-term recruitment and retention focus utilizing positive representation of the college to students and the public.
- May lead training for areas of specialization to other Student Advisors, as well as Student Information Services Specialists.
- Work on a rotational schedule with other Student Advisors to allow for scheduled meetings and walk-ins.
- Participate in student recruitment activities.
- Represents the College at various meetings on and off campus.
- May be required to coordinate CollegeNOW program.
- May be required to locate Internet Course Exchange (ICE) courses, enter grades and act as liaison between the College and the granting institution.

- May work with special populations such as veterans, International students, GED completers, and student athletes.
- ~~May be required to lead the Student Worker Program and Career Services.~~
- May initiate and facilitate the process for awarding proficiency credit for certain classes.
- May be required to lead the transfer initiatives.
- May be required to maintain the degree and course audit computer system (CAPP) and maintain edits for degree and course information in the College catalog.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

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

Knowledge of academic resources.

Knowledge of documenting information accurately.

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

Knowledge of computer operations and software applications.

Knowledge of community resources.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

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

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

Skill in operating office equipment, computers and software applications.

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

Skill in communicating effectively in writing.

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

Skill in researching and analyzing information.

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

MINIMUM QUALIFICATIONS: Bachelor's degree in Psychology, Sociology, Education, Teaching, Liberal Arts or similar degree and one (1) year work experience in advising or communication field in an academic environment OR an equivalent combination of education and experience that provide the required knowledge and skills. Requires a Master's degree in Psychology, Sociology, Education, Teaching or related field if teaching First Year Experience Seminar classes.

Experience working in a higher education advising area preferred.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

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

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4106

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

LAST REVISED: ~~4/26/11~~ 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: ~~Transfer Coordinator/Academic~~ Student Advisor (Grant Funded)
THIS POSITION WILL BE FUNDED ON THE AVAILABILITY OF GRANT FUNDS.

GENERAL STATEMENT OF RESPONSIBILITIES: To assist students under the TRIO Student Support Services program in ~~graduating~~ retention and transfer efforts ~~to other institutions and/or programs by identifying courses and curriculum requirements to promote the persistence to graduation and other goal attainment.~~

PRINCIPAL DUTIES: (essential functions)

- Advises students and prospective students related to classes, degrees, transfers, careers, etc.
- Assists prospective and current students in setting and achieving personal, educational and career goals.
- Assists students in the development of an academic plan, which reflects their academic background, goals, interests and limitations.
- Assists students in selecting courses which will them meet their personal and academic goals.
- Assists with compilation of assessment and eligibility information for project participants; assists with the intake process.
- May verify and approve transcripts and provide degree compliance checks.
- Works with students with diverse developmental academic needs and assists students in transitioning between educational levels such as GED or developmental students to college level courses.
- Working with other Student Advisor(s), cCoordinates course and program articulation functions and/or procedures with faculty and staff for students in the transfer process. Arranges and facilitates college visits for students.
- May be required to lead the transfer initiatives.
- Working with other Student Advisor(s), cCoordinates course and program articulation functions with other post secondary institutions, ensuring IAI codes are current and articulations are current.
- ~~Assists in providing Academic Advisors with new and updated information.~~
- Develops effective communication processes with students regarding transfer options and opportunities.
- Provides oversight for the development and maintenance of the Program's services, webpages and links.
- Plans and arranges visits to four-year institutions.
- Monitors the placement and progress of project participants in relation to basic reading, writing and math skills.
- Provides instruction or referral for students needing basic skill improvement; designs and teaches skills development courses for program participants; develops

workshops/seminars for project participants focusing on development, transfer and application of academic skills.

- Assists students in developing decision-making skills through workshops, courses and individual counseling sessions.
- Consults and confers with all project staff to develop prescriptive plans for all students identified as high risk.
- Serves as liaison between participating students and faculty.
- May develop and coordinate the tutor/mentor program for the project. Facilitates monthly mentorship training program for mentors and protégés within the program.
- Acts as an advocate for students answers questions or refers to campus community resources.
- Refers students to campus and community resources.
- Recruits prospective students by visiting area schools, business and special groups.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of curriculum college courses, degree and certificate programs and transfer requirements.

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

Knowledge of articulation policies and procedures.

Knowledge of goal setting techniques.

Knowledge of academic and student support resources.

Knowledge of documenting information accurately.

Knowledge of basic crisis intervention.

Knowledge of community resources.

Knowledge of principles and practices in working with a diverse student population and barriers encountered by students who are first generation, low income, have disabilities and/or are underserved.

Knowledge of computer operations and software applications.

Knowledge of utilizing data to make informed decisions.

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

Skill in reviewing student history, advising students and assessing interests, skills and abilities, and advising students.

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

Skill in assisting others to set and reach goals.

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

Skill in communicating effectively orally and in writing.

Skill in researching and analyzing information.

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

Skill in operating computers and software applications.

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

PHYSICAL REQUIREMENTS/ACTIVITIES: 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, counseling, student personnel or a related field, Master's degree preferred; and three (3) years student advising work and programming for youth or students experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, TRiO Services ~~Student Support Services~~

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4107

JOB SERIES/FAMILY: Student Support Services Series/Academic Advising 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: Student Information Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To guide students and prospective students through the enrollment process, handling inquiries, referring to appropriate services and coordinate prospect management, and consistently providing accurate information and excellent customer service.

PRINCIPAL DUTIES: (essential functions)

- Communicates verbally and in writing with students and prospective students regarding the enrollment process; appropriately communicates to specialists in Financial Aid, Advising, Student Success Center, Career Services and other College departments as appropriate. Helps students understand and get set up for placement testing. Proactively responds and follows-up on student inquiries.
- Performs data entry and retrieval, verifies accuracy of input, maintains student records and generates reports.
- Processes and tracks status in communications and management of student and prospective student cases, utilizing judgment skills and decision-making skills to manage each case appropriately.
- Coordinates services and student needs with advisors, specialists, Career Services and other College departments as necessary.
- Processes HCC transcript requests for current and former students.
- Assists, as needed, with coordination of student services and communication, including the Student Worker program; FAFSA; Will participate in and assist with planning of special events such as Counselors Luncheon, new student orientation, Experience Highland days; dual credit presentations and enrollment, high school visits, HCC tour days, and degree evaluation and graduation.
- Assists with maintenance of student records.
- Input and retrieves information from the computer. Assists in development and maintenance of a prospective student database.
- Processes and tracks status in communications and management of student and prospective student cases, utilizing judgment skills and decision-making skills to manage each case appropriately.
- Assists with continuing documentation and evaluation of current and new processes.
- Coordinates services and student needs with advisors, specialists, the career center and other College departments as necessary.
- Displays initiative and being proactive in helping students through the enrollment process.
- Responsible for generating various reports regarding students and prospective students.

- ~~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.~~
- May be required to lead training for areas of specialization to other Student Information Services Specialists as well as Student Advisors.
- ~~May be required to oversee work study students.~~
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of Financial Aid, Admissions & Records and Academic Advising policies and procedures.

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

Knowledge of program offerings.

Knowledge of file and record maintenance.

Knowledge of computer operations and software applications.

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 providing excellent customer service.~~

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

Skill in interpreting policies and procedures regarding the enrollment process and record keeping.

Skill in communicating and listening effectively.

Skill in responding to inquiries and problem solving.

~~Skill in problem solving.~~

Ability to ~~perform~~ prioritize multiple tasks and meet simultaneous deadlines.

~~Skill in working independently and prioritizing work.~~

Skill in using attention to detail, ~~and follow-through and initiative.~~

~~Skill in learning and utilizing new processes and technology.~~

Skill in operating a computer and software applications.

Skill in establishing and maintaining effective relationships with a diverse population of students, 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 and two (2) years of employment in a customer contact position OR an equivalent combination of education with familiarity going through a higher educational enrollment process and work experience that provide the required knowledge and skills. Experience working in higher education enrollment services area preferred.

REQUIRED LICENSE/CERTIFICATION: None

REPORTS TO: Director, Enrollment and Records

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4206

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

LAST REVISED: 4/28/1501/23/19

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: Student Retention Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: Assists with retention efforts by supporting the student population of the college through the services provided in the Success Center.

PRINCIPAL DUTIES: (essential functions)

- Assists and supports at-risk students through the Early Alert System. Acts as a liaison and resource for students to facilitate the use of academic and support programs.
- Schedules, administers and proctors various HCC course exams as well as specialty exams such as Pearson VUE, CLEP, DSST and Kaplan. Oversees and executes the functions of the Testing Center in the Coordinator, Testing Center's absence. Serves as backup for the placement testing data upload and verifies data.
- Assists in the planning and delivery of placements tests for Dual Credit and Quick Start.
- Provides assistance to students with disabilities in Learning Services by administering and proctoring course exams and placement testing accommodations, following up with students to provide support and encouragement, and providing educational information to faculty and staff about services available to students with disabilities. Trains students in the use of adaptive equipment and schedules Disability Services testing.
- ~~Assists and supports at-risk students through the Early Alert System. Acts as a liaison and resource for students to facilitate the use of academic and support programs.~~
- Serves as back-up for testing data upload process, and assists with departmental activities.
- Communicates verbally and in writing with students and prospective students regarding the enrollment process; appropriately communicates to specialists in Financial Aid, Advising, Success Center and other College departments as appropriate. Proactively responds to and follows-up on student inquiries.
- ~~Coordinates services and student needs with advisors, specialists, Career Services and other College departments as necessary.~~
- ~~Administers and proctors various tests for the Testing Center including: Pearson, CLEP, DSST, Accuplacer, and make-up exams~~
- Provides administrative support to Success Center staff such as course evaluation processing, syllabi management using CurricUNET, entering course semester schedules in Banner, preparing faculty contracts, and PTK support. Submits and receives purchase orders and invoices.
- Assists the Success Center staff in educating students of the services available to them in Learning Services.
- May coordinate the peer mentor program by supervising peer mentors, pairing mentors and mentees based on their needs, developing support plans for mentees, and guiding mentors to help students succeed.

- May be required to assist at the Student Services area on a rotational schedule.
- May be required to flex weekly hours as needed to cover the Testing Center during the day and/or evenings.
- 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.

Knowledge of Financial Aid, Testing, Admissions & Records and Academic Advising policies and procedures.

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

Knowledge of computer operations and software applications.

Knowledge of principles, practices and processes of testing.

Knowledge of case management as it pertains to Disability Services and Early Alert.

Knowledge of principles, practices and procedures related to students with disabilities.

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

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 maintaining confidential information.

Skill in communicating effectively verbally and in writing.

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

~~Skill in providing excellent customer service.~~

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

Skill in interpreting policies and procedures regarding the enrollment process, testing processes and record keeping.

Skill in responding to inquiries.

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 and two (2) years working in a customer service or communication field OR an equivalent combination of education and work experience that provide the required knowledge and skills.

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

REPORTS TO: Director, Learning and Transitional Education Services

| **SELECTION APPOINTED BY:** This position is appointed by the President.

| **EMPLOYEE CATEGORY:** Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4813

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

| **LAST REVISED:** ~~02/20/18~~ 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: Testing & Career Services Specialist

GENERAL STATEMENT OF RESPONSIBILITIES: To provide placement testing and other testing services for internal and external College customers and to provide assistance and support in Career Services.

PRINCIPAL DUTIES: (essential functions)

- ~~Assists and supports traditional and high risk students.~~
- Administers and proctors placement tests to prospective, current, and returning HCC students, including those given in area high schools.
- Performs testing data entry/upload processes to enter placement test data in BANNER.
- Serves as the subject matter expert/primary contact for Accuplacer.
- Assists Career Services with the Student Worker Program, by performing duties such as determining student worker program eligibility, and processing student worker hiring paperwork, processing student worker assignment forms, and updating and maintaining student records.
- Provides administrative support for Career Services, such as including assisting with maintenance and utilization of College Central Network, arranging facilities for workshops and classes, coordinating job postings. Assists in overseeing and assigning work with supervision of Career Services/Advising student workers. Assists with special projects such as the Job Fair and on-site employer visits.
- Provides essential customer service to students, faculty and staff.
- Provides testing services for other internal and external customers, including administering the Kaplan for prospective nursing students and CLEP, DSST and ISU Math Placement tests.
- Assists the Director of Learning and Transitional Education Services with generation of placement test reports and statistics.
- Provides support for the Fast Forward and Quick Start programs.
- ~~Maintains and transmits Compass data to ACT and assists with ordering placement test supplies.~~
- Processes changes to all testing and Career Service related manuals.
- 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 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 project and time management principles and practices.

Knowledge of report preparation and formatting.
Knowledge of customer service techniques.

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

Skill in maintaining confidential information.

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

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

Skill in organization and paying attention to detail.

Skill in identifying and evaluating problems and implementing effective solutions.

Skill in engaging in active listening and communicating effectively verbally 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 20 pounds. The physical requirements of this position are light work, exerting up to 20 lbs of force occasionally, and/or up to 10 lbs of force frequently, and/or a negligible amount of force constantly to move objects.~~

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

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

REPORTS TO: Director, Learning and Transitional Education Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 47154705

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

LAST REVISED: 02/201801/23/19

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: Vice President, Administrative Services

GENERAL STATEMENT OF RESPONSIBILITIES: To serve as the Chief Financial Officer of the College and provide leadership, direction and operational management to the College's Administrative Services areas and programs, including Accounting, Information Technology Services, the Bookstore, Financial Aid, the Conference Center and the Cafeteria.-

PRINCIPAL DUTIES: (essential functions)

- Forecasts, prepares, monitors and communicates the annual budget for the College. Prepares Resource Allocation and Management Plan, tax levy and monthly financial reports to the Board and College leadership. Makes recommendations for tuition and fee rates and fund balance levels. Investigates and recommends solutions for significant unbudgeted purchases and obligations.
- Supervises/Leads, directs and interacts with staff to establish, plan, implement, manage and evaluate administrative resources and services.
- Supervises and evaluates departments within the division; oversees the supervision and evaluation of all employees within the administrative services area.
- ~~Implements and monitors the College's risk management program by overseeing the property/liability insurance program, working with other staff to determine the appropriate use of tort funds and reviewing the College's practices in relation to the written risk management program in determining needed updates or modifications.~~
- In conjunction with the Director, Facilities and Safety, is responsible for College security and emergency preparedness, which involves managing relationships with area emergency responders and training personnel.
- ~~Works with internal and external stakeholders to continually scan changes in administrative services programs and standards and insures optimal planning and effective strategic decisions.~~
- Advises the President and Board on matters of finance, sources of revenue and budgeting.
- ~~Prepares and monitors the annual budget for the College. Prepares tax levy and monthly financial reports to the Board, cabinet and Leadership Team. Investigates and recommends solutions for significant unbudgeted purchases and obligations.~~
- ~~Supervises and evaluates departments within the division; oversees the supervision and evaluation of all employees within the administrative services area.~~
- Develops strategic plans and tactical goals for the financial and business divisions within the College, determines scope and priorities of projects; coordinates resources required to achieve goals. Plans and develops division's policies and procedures.
- Monitors and accesses finance and business operating results, recommends necessary and prudent modifications, and facilitates processes that result in the elimination of duplicate programs and resources.

- Ensures compliance with all federal and state laws/regulations as they apply to the financial and business operations of the College and ensures internal policies and procedures are followed.
- In accordance with the Risk Management Policy and Program:
 - Develops, monitors, and maintains the College's Risk Management Program.
 - Reviews practices in relation to the Written Risk Management Program in determining needed updates or modifications.
 - Assigns risk management and safety duties to other employees.
 - Plans campus security procedures and processes in conjunction with the Director, Facilities and Safety.
 - Leads the College Emergency Management Team.
 - Oversees the Sheriff security contract.
 - Oversees Protection, Health, Safety projects.
 - ~~Coordinates weather-related school closings.~~
 - Creates a budget for insurance and security related items.
 - Conducts Supervises insurance bids and recommends coverage.
 - Oversees the property/liability insurance program.
 - Performs safety assessments of College property and corrects any unsafe conditions or potential safety hazards.
 - As requested, serves as the chief campus administrator in the absence of the President.
- Participates on the administration negotiating teams.
- Represents the College at various meetings on and off campus.
- Serves as the Chairperson of the Policy Review Committee, ensuring regular meetings are held, minutes are kept, the College Policy Manual is updated, and College policies are reviewed regularly.
- Serves as the Identity Theft Prevention Officer.
- Operates a credit card swipe terminal.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of current practices in the administration of College financial, business and risk management operational areas.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

Knowledge of governmental accounting and reporting requirements.

Knowledge of budgetary preparation, revenue sources and the financial management of an educational institution.

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 computerized accounting and record keeping systems.

Skill in assessing College's financial operational needs and developing responsive programs.

Skill in conducting feasibility and cost benefit analysis studies.

~~Skill in researching and writing grant and other financial reports.~~

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

Skill in developing, implementing and evaluating policies and procedures.

Skill in creating and presenting analytical and complex financial data in written and graphic formats.

Skill in selecting, organizing and evaluating staff performance.

Skill in operating computer equipment and performing complex calculations.

~~Skill in establishing effective community partnerships and other funding sources.~~

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

PHYSICAL REQUIREMENTS: 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: Certified Public Accountant (CPA) or Master's degree in accounting, finance, business administration or a related field and five (5) years administrative management experience, three to five (3-5) years of relevant administrative leadership in higher education or government agency preferred OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: ~~None. Three five years of relevant administrative leadership in higher education or government agency preferred.~~ Certified Public Accountant preferred.

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: 6325

JOB SERIES/FAMILY: Administrative Series/Executive Group

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

Highland Community College Position Description

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

TITLE: Vice President, Student Development and Support Services

GENERAL STATEMENT OF RESPONSIBILITIES: To serve as the Chief Student Services Officer and provide leadership, ~~direction, assessment, planning and operational management in student services and other support services of the College including, as the Chief Student Affairs Officer to the College's student services, Adult Education, athletics, marketing, institutional research and the high school School Servant Leadership program, the institutional research, strategic planning, student development programs, and marketing/community relations functions, areas and to promote the academic achievement and personal development of all Highland students~~

PRINCIPAL DUTIES: (essential functions)

- Supervises, directs and interacts with staff to establish, plan, implement, manage and evaluate student resources and services. Works with internal and external stakeholders to continually scan changes in student services programs and standards and insures optimal planning and effective strategic decisions.
- Provides leadership, goals and strategic planning for the division of student services including assessment, analysis and troubleshooting for continuous improvement. Determines scope and priorities of projects, and coordinates resources required to achieve goals.
- Supervises and evaluates departments within the division; oversees the supervision and evaluation of all employees within the student services, Adult Education, athletics, marketing, institutional research and high school Servant Leadership program areas.
- Promotes welcoming, supportive, and vibrant campus culture.
- Leads the College's Strategic Enrollment Management (SEM) process and SEM Committee.
- Leads the College's strategic planning process, which follows a five-year cycle.
- Develops and monitors budget schedules, planning and implementation reports, statistics and other written and electronic documents.
- Supervises and evaluates departments within the division; oversees the supervision and evaluation of all employees within the student services, Adult Education, athletics, marketing, institutional research and high school Servant Leadership program areas.
- Develops strategic plans and tactical goals for the division, in areas such as enrollment management, quality improvement, development of a new Common Intake System, student learning support, determines scope and priorities of projects; and coordinates resources required to achieve goals.
- Plans, and develops and recommends division's policies and procedures.
- Plans, implements and evaluates student development programs.
- Oversees implementation of the College's marketing plan. Evaluates and revises the plan and associated activities. Evaluates and recommends recruitment marketing strategies.

provides leadership in developing retention tools and works to maintain relationships with external and internal groups that impact those functions.

- Oversees both the tools and strategies to communicate internally and externally.
- As requested, supports Acts as the Freedom of Information Officer (FOIA) in responding to all (FOIA) requests.
- Monitors and accesses operating results in areas such as articulation, accessibility, and student success, recommends necessary and prudent modifications, and facilitates processes that result in the elimination of duplicate programs and resources.
- Ensures compliance with all federal and state laws/regulations as they apply to students and student services and ensures internal policies and procedures are followed.
- In accordance with the Risk Management Policy and Program;
 - Serves as campus Title IX Coordinator.
 - Oversees student disciplinary process, code of conduct and student appeal processes.
 - Develops and oversees student mental health services.
 - Coordinates and provides support to students and families in any college related crisis.
 - Serves on the College Emergency Management Team.
 - Leads the College's Violence Prevention Committee Behavioral Intervention Team (BIT) and Campus Threat Assessment Team.
 - Serves as the president's liaison to student government and provides leadership to that student elected body through the designated advisors.
 - If requested, serves as the designated chief campus administrator in the absence of the pPresident or eExecutive vVice- pPresident.
- 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 student academic advising policies and practices.
 Knowledge of admissions policies and procedures, assessment test administration and scoring.
 Knowledge of course transfer and articulation policies and practices.
 Knowledge of strategic planning techniques and research and analysis strategies.
 Knowledge of data management and institutional research.
 Knowledge of current marketing and enrollment management practices.
 Knowledge of NJCAA and Highland athletics policies and practices.

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

Knowledge of personnel management and supervisory principles and practices.
 Knowledge of budget preparation, bid and purchasing procedures and expense control.
 Knowledge of interpersonal skills using tact and diplomacy.
Knowledge related to providing advising and support to individuals and groups through directions, feedback, critique, referral and guidance.
Knowledge and understanding of learning and development theories and their use in constructing learning outcomes.
Knowledge of utilizing data to make informed decisions.
 Knowledge of Title IX and Section 504 ADA and other laws impacting students.

Skill in designing, conducting, critiquing and using various assessment, evaluation and research methodologies and using result to inform practice.

Skill in envisioning, planning and affecting change in organizations and responding to broad-based constituencies and issues.

Skill in listening, addressing group dynamics, managing conflict and crisis situations, and partnering with other professionals, departments and agencies.

Skill in the use of digital tools, resources, and technologies for the advancement of student learning, development and improved performance.

Skill in planning and developing academic support curriculum and student services.

Skill in conducting feasibility and cost benefit analysis studies.

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

Skill in selecting, organizing and evaluating staff performance.

Skill in creating and presenting written and oral communication pieces.

Skill in developing, implementing and evaluating policies and procedures.

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

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 Bachelor's degree in student development, higher education leadership, psychology, sociology, , administration, or a related field and five (5) years administrative leadership in higher education management experience, Master's degree preferred OR an equivalent combination of education and experience that provide the required knowledge and skills.~~

REQUIRED LICENSE/CERTIFICATION: ~~None. Three five years of relevant administrative leadership in higher education preferred. Must register as Freedom of Information Act (FOIA) Officer with State of Illinois and Title IX Coordinator with Department of Education within six months of hire.~~

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: 6330

JOB SERIES/FAMILY: Administrative Series/Executive Group

REVISED: 09/23/1401/23/19

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: Vice President, Business, Technology and Community Programs

GENERAL STATEMENT OF RESPONSIBILITIES: To provide direction and leadership within the areas of the Business and Technology Programs, Lifelong Learning, Business Institute, and Facilities.

PRINCIPAL DUTIES: (essential functions)

- Development, supervision, coordination and evaluation of the instructional programs related to areas of assignment.
- Directs and coordinates all aspects of Vocational/Technical education related to program and curriculum development, funding options, grants and state and federal requirements.
- Prepares and manages the annual budgets for assigned areas. Approves budgets and expenditures, and allocates resources as necessary.
- Represents the College at various meetings on and off campus.
- Participates in the development, implementation and evaluation of annual goals and objectives for the College, the division, other supervised areas and individuals.
- Participates in developing class schedules, making teaching assignments and efficiently distributing teaching loads for Business and Technology and Lifelong Learning.
- Develops partnerships with internal constituents and external organizations to better serve the students and local community.
- Participates in assessment of student learning and other projects as assigned.
- Supervises and evaluates departments within assigned areas; oversees the supervision and evaluation of all employees within Business and Technology, Lifelong Learning, Business Institute and Facilities.
- Participates in collective bargaining if requested.
- Assists in the preparation and maintenance of 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.
- Provides oversight of Facilities.
- Directs and coordinates all aspects of the Lifelong Learning and Business Institute programs.
- Leads new program development in assigned areas.
- Interprets administrative policies to faculty and staff and represents faculty and staff members in assigned areas to the administration.
- In accordance with the Risk Management Policy and Program:
 - Review student complaints.
 - Oversee and monitor instructor and student travel.
 - Perform safety assessments of Business and Technology classrooms and equipment.

Procure and oversee the use of program materials and supplies necessary to maintain campus safety.

Coordinate weather related school closings.

Perform MSDS review as assigned.

Serves as a member of the College Emergency Management Team.

Review student conduct and intervention.

- 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 vocational/technical 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 grant administration techniques, budget preparation and expenditure control.

Knowledge of research and analysis techniques and strategies.

Knowledge of training needs of local business and industry.

Knowledge of utilizing data to make informed decisions.

Knowledge of personnel management and supervisory principles and practices.

Skill in operating a computer and software applications.

Skill in communicating effectively orally and in writing.

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 resolving conflicts.

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.

MINIMUM QUALIFICATIONS: Master's degree in vocational education, business education, administrative or a related field and five (5) years teaching experience in a business or technical field, along with some non-academic work 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: Requires a criminal background check.

REPORTS TO: Executive Vice President

APPOINTED BY: Board of Trustees.

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6315

JOB SERIES/FAMILY: Administrative Series/Executive Group

LAST REVISED: ~~05/15/18~~ 01/23/19

Highland Community College Position Description

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TITLE: Workforce Pathways Specialist (Grant Funded)*

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

GENERAL STATEMENT OF RESPONSIBILITIES: To provide complex administrative support for the Pathways grant program within the college including specialized support in the development and implementation of the Pathways program.

PRINCIPAL DUTIES: (essential functions)

- Provides administrative support such as preparing memorandums of understanding 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.
- Assures timely and accurate reports including fiscal, academic and administrative reports.
- Gathers and enters information into the computer for reports and other documents, maintains records and files, analyzes financial or project data, and makes recommendations.
- Retrieves, utilizes and reports information on the computer pertaining to students. Helps track dual credit and articulated credit classes in the high schools
- Orders and maintains an inventory of office supplies and submits and receives purchase orders and invoices.
- Works with the marketing department and outreach, dual credit and pathways coordinator to execute and support Pathways marketing plans including short presentations to prospective schools, families and students.
- Assists with planning and coordinating Pathways events and supports and participates in Dual Credit Programming events and services.
- May be asked to attend some functions and present information about Pathways and the College.
- May be assigned specific responsibilities such as website updates and coordinating events with specific Pathways.
- May provide support assistance to the recruitment efforts of the College.
- Monitors department budgets, prepares and processes financial documents, including check requests, purchase orders, travel and expense reports.
- May be required to serve on various committees or employee work groups.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles and practices of office administration.

Knowledge of office equipment, computer operations and software applications.

Knowledge of report preparation and formatting.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

Skill in maintaining confidential information.

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

Skill in effectively using organization and planning skills, including the use of attention to detail and follow through. Skill in reviewing student history and interests and recommending possible educational or career options.

Skill in organizing and managing data and responsibilities.

Skill in operating office equipment, computers and software applications.

Skill in communicating effectively in writing.

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

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

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 and two (2) years office experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: VP, Student Development and Support Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5605

JOB SERIES/FAMILY: Community and Partnership Series/Workforce Pathways

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