

**AGENDA ITEM #X-C-2
FEBRUARY 19, 2019
HIGHLAND COMMUNITY COLLEGE**

REVISED JOB DESCRIPTIONS

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

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

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

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

BOARD ACTION: _____

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

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

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

Job descriptions with updated titles given current duties:

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

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

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

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

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

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

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

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

Table 2: Job Classification Transaction Codes Fall 2018

Transaction Codes:

M = Merge Into Other Position

T = Title Modification

D = Delete Job Title

F = FLSA Exemption Change

S = Split into Two or More Positions

N = No Change

J = New Position

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

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

Highland Community College Position Description

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

TITLE: Academic Technology Resources Technician Assistant

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

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

~~Knowledge of principles and practices within an educational computer laboratory.~~

Adopted 8/15/2000

Academic Technology Resources TechAsst

Knowledge of office and computer equipment and software applications.
Knowledge of web design and HTML code.
Knowledge, understanding and compliance with Federal and state privacy laws related to students.
~~Knowledge of web-based learning management systems such as Moodle.~~
Knowledge of utilizing data to make informed decisions.
Knowledge of principles and practices associated with supervising, training and evaluating workers.

Skill in operating computer equipment and software applications.
Skill in evaluating, designing and developing learning materials.
Skill in responding professionally, effectively and efficiently to customer service requests.
~~Skill in providing customer service.~~
Skill in learning and troubleshooting software applications.
Skill in scheduling and assigning work to others.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

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

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

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Coordinator, Academic Technology Resources

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 2507

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

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

Adopted 8/15/2000

Academic Technology Resources ~~Tech~~Asst

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TITLE: Administrative Applications Administrator

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

PRINCIPAL DUTIES: (essential functions)

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

Adopted 2/7/1980

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

Knowledge of programming and data warehousing concepts.

Knowledge of utilizing data to make informed decisions.

Knowledge of systems analysis to support administrative and business functions.

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

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

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

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

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

Skill in report design and development, preferably with WebFOCUS.

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

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

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

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

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

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

Skill in communicating both orally and in writing.

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

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

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Director, Information Technology Services

APPOINTED BY: Board of Trustees

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2316

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

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

Highland Community College Position Description

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TITLE: Administrative Assistant, Adult Education

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

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles and practices of office administration.

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

Knowledge of report preparation and formatting.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

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

Skill in maintaining confidential information.

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

Skill in effective organization.

Skill and accuracy in entering data.

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

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

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

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TITLE: Administrative Assistant, Lifelong Learning

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

Skill in maintaining confidential information.

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

Skill in completing tasks routinely without supervision.

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

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

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

Highland Community College Position Description

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TITLE: Administrative Assistant, Office Technology

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles and practices of office administration.

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

Knowledge of report preparation and formatting.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

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

Skill in maintaining confidential information.

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

Skill in effective organization.

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

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

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

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

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

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

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

Highland Community College Position Description

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

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

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1109

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

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

Highland Community College Position Description

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

TITLE: Associate Dean, Natural Science & and Mathematics

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

PRINCIPAL DUTIES: (essential functions)

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

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

Serves as a member of the College Emergency Management Team.

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

Knowledge of curriculum, programs and staff development.

Knowledge of assessment practices of student learning.

Knowledge of technology used in teaching and learning.

Knowledge of utilizing data to make informed decisions.

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

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

Knowledge of research and analysis techniques and strategies.

Knowledge of personnel management and supervisory principles and practices.

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

Skill in communicating effectively orally and in writing.

Skill in assessing instructional education needs and developing responsive programs.

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

Skill in planning and developing instructional services.

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

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

Still in researching and writing grants and other operational reports.

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

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None

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

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

APPOINTED BY: Board of Trustees.

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

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6112

JOB SERIES/FAMILY: Administrative Series/Academic Group

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

Highland Community College Position Description

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TITLE: Associate Dean, Nursing and Allied Health

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

PRINCIPAL DUTIES: (essential functions)

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

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

KNOWLEDGE AND SKILLS REQUIRED:

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

~~KNOWLEDGE AND SKILLS REQUIRED CONTINUED:~~

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

Skill in written and oral communication.

Skill in operating computers and software applications.

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

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

Skill in planning and developing instructional services.

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

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

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

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

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

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

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

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

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

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

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

REPORTS TO: Executive Vice President Academic Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6126

JOB SERIES/FAMILY: Administrative Series/Academic Group

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

Highland Community College Position Description

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

TITLE: Associate Vice President, Human Resources

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

PRINCIPAL DUTIES: (essential functions)

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

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

Knowledge of position analysis and classification development.

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

Knowledge of principles and practices of compensation and benefit administration.

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

Knowledge of and commitment to diversity, inclusion and equity.

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

Knowledge of interpersonal skills using tact and diplomacy.

Knowledge of utilizing data to make informed decisions.

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

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

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

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

Skill in creating and presenting written and oral communication pieces.

Skill in identifying and evaluating problems and implementing effective solutions.

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

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

Skill in preparing budgets and monitoring the disbursement of funds.

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

Skill in maintaining confidentiality of information.

Skill in operating computer equipment and software applications.

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

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

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

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

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

REPORTS TO: Executive Vice President

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Administrative

FLSA CLASSIFICATION: Exempt

CLASS CODE: 6310

JOB SERIES/FAMILY: Administrative Series/Executive Group

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

Highland Community College Position Description

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

TITLE: Bookstore Assistant

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of retail sales techniques, processes and principles.

Knowledge of inventory control and maintenance.

Knowledge of accounting and purchasing processes and practices.

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

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

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

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

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

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

REPORTS TO: Bookstore Manager

APPOINTED BY: President.

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4405

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

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

Highland Community College Position Description

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TITLE: Bookstore Manager

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

REPORTS TO: Vice President, Administrative Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4419

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

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

Highland Community College Position Description

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

TITLE: Cafeteria Assistant

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

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

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

Skill in following oral and written instructions.

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

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

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

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

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

REPORTS TO: Cafeteria Manager

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: 4506

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

LAST REVISED: 01/23/19

Highland Community College Position Description

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

TITLE: Cafeteria Assistant Manager

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Food sanitation license required.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

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

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

Skill in operating a computer and software applications.

Skill in following and delivering oral and written instructions.

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

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

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

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

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Cafeteria Manager

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4508

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

LAST REVISED: 01/23/19

Highland Community College Position Description

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

TITLE: Cafeteria Cashier

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in operating a cash register.

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

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

Skill in following and delivering oral and written instructions.

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

REPORTS TO: Cafeteria Manager

APPOINTED BY: President

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4505

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

LAST REVISED: ~~08/16/11~~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: Cafeteria Manager

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage and grammar.

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

Knowledge of food serving and preparing techniques and processes.

Knowledge of safe food handling techniques.

Knowledge of personnel management and supervisory principles and practices.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

~~Food sanitation license required.~~

Skill in operating a cash register.

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

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

Skill in operating a computer and software applications.

Skill in following and delivering oral and written instructions.

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

Skill in selecting, organizing and evaluating staff performance.

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

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

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

REQUIRED LICENSE/CERTIFICATION: ~~Food Service Manager S~~sanitation license Certificate required.

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

REPORTS TO: Vice President of Administrative Services

APPOINTED BY: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: ~~Non-e~~Exempt

CLASS CODE: 4510

JOB SERIES/FAMILY: Student Support Services Series/Cafeteria 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: Communications Operator

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

Knowledge of file management.

Knowledge of Admissions and Records procedures.

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

Knowledge of customer service techniques.

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

Knowledge of utilizing data to make informed decisions.

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

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

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

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

Skill in completing tasks thoroughly and with accuracy.

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

Skill in problem solving.

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

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

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Director, Enrollment and Records

APPOINTED BY: President.

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 1105

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

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

Highland Community College Position Description

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

TITLE: Communications Specialist

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of interviewing methods.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

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

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

Skill in organizing people, events and programs.

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

Skill in working with diverse groups of people.

Skill in maintaining confidentiality of information.

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

Skill in operating computer equipment and software applications.

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

REPORTS TO: Director, Marketing & Community Relations

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 24152410

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

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

Highland Community College Position Description

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

TITLE: Coordinator, Academic Technology Resources

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

PRINCIPAL DUTIES: (essential functions)

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

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of academic learning systems technologies in education and training.

Knowledge of principles and practices of instructional technology.

Knowledge of principles and practices within an educational computer laboratory.

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

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

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

Knowledge of computer operations and software applications.

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

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

Knowledge of utilizing data to make informed decisions.

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

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

Skill in communicating effectively orally and in writing.

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

Skill in creating and delivering training programs and workshops.

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

Skill in operating computers and software applications.

Skill in assessing and prioritizing multiple tasks, projects demands.

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

Skill in scheduling and assigning the work of others.

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Executive Vice President, Academic Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 2509

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

LAST REVISED: ~~11/20/12~~01/23/19

Highland Community College Position Description

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

TITLE: Coordinator, Accounting

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

PRINCIPAL DUTIES: (essential functions)

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

Adopted 3/16/1993

Coordinator Accounting.docx ~~Coordinator, Accounting~~ jd.july 2013

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of accounting, auditing, and cash management principles, practices and processes.

Knowledge of financial analysis techniques.

Knowledge of purchasing and college operations and organization.

Knowledge of computer operations and software applications including complex databases and spreadsheets.

Knowledge of utilizing data to make informed decisions.

Knowledge of customer service techniques.

Skill in making calculations, analyses and performing complex accounting tasks.

Skill in analyzing situations and recommending and implementing solutions.

Skill in assigning and reviewing the work of others.

Skill in operating computers and software applications.

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

REPORTS TO: Manager, Accounting

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 3215

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

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

Highland Community College Position Description

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

TITLE: Coordinator, Business Training

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

PRINCIPAL DUTIES: (essential functions)

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

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of utilizing data to make informed decisions.
Knowledge of principles, practices and methods of management and supervision.

Skill in assessing training needs of organizations.
Skill in making contacts, offering persuasive proposals, and closing a sale.
Skill in determining local market trends and price points.
Skill in operating computer equipment and software applications
~~Skill in coordinating training programs.~~
Skill in prioritizing multiple tasks and demands.
Skill in evaluating and changing course as necessary.
Skill in providing customer service and meeting the needs of customers.
Skill in working independently and demonstrating initiative.
Skill in establishing and maintaining effective relationships with a diverse population of co-workers and others.

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

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

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

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5312

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

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

**Highland Community College
Position Description**

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

TITLE: Coordinator, Career Services

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

PRINCIPAL DUTIES: (essential functions)

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

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

Knowledge of academic resources.

Knowledge of documenting information accurately.

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

Knowledge of resources for career opportunity exploration and forecasting.

Knowledge of job search skill development.

Knowledge of computer operations and software applications.

Knowledge of community resources.

Knowledge of customer service techniques.

Knowledge of utilizing data to make informed decisions.

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

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

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

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

Skill in operating computers and software applications.

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

Skill in communicating effectively in writing and verbally.

Skill in building partnerships and maintaining relationships.

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

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

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

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

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

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

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

REPORTS TO: Vice President, Student Development and Support Services

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 4109

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

LAST REVISED: 01/23/19

Highland Community College Position Description

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, Conference Center and Business Institute

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

PRINCIPAL DUTIES: (essential functions)

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

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

KNOWLEDGE AND SKILLS REQUIRED:

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

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

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

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

REQUIRED LICENSE/CERTIFICATION: None.

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

APPOINTED BY: President.

EMPLOYEE CATEGORY: Classified

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 5310

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

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

Highland Community College Position Description

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TITLE: Coordinator, Disability Services

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate the college's compliance with civil rights legislation prohibiting discrimination based on disability ensure students with disabilities receive the necessary accommodations for equal access to the College's programs and services. Acts as the liaison with faculty, staff and students to make sure the campus is accessible to all and maintains compliance with Sections 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990.

PRINCIPAL DUTIES: (essential functions)

- Performs intake for new students, to include reviewing disability documentation, performing student interviews, creating accommodation letters, explaining student rights and responsibilities, and educating students on campus support services.
- Acts as a student advocate as necessary, processes disability related complaints, and answers inquiries from prospective/current students and parents regarding disability services.
- Evaluates program services, maintains accurate and confidential student records, creates and updates department materials, compiles reports, tracks student data and creates financial documents as necessary.
- Provides and facilitates reasonable accommodative services for individual students with appropriate documentation, using a case management system, in consultation with faculty members, advisors and administrators. Coordinates and documents testing accommodations, provides test readers or usage of software text-to-speech reading, schedules and hires sign language interpreters and facilitates the use of adaptive equipment and software.
- Develops, implements and assesses programs, policies, procedures and new services.
- Acts as a liaison with various campus offices, area high schools, state, and community agencies in providing services to students with disabilities.
- Educates faculty and staff on disability related topics and provides outreach and matriculation services to community.
- Maintains and updates current knowledge of adaptive equipment and software, and pertinent laws and regulations, and as well as their applicability to the college.
- Provides appropriate referrals and facilitates arrangements for services including readers, note takers and interpreters.
- Initiates and coordinates service provision of alternatively formatted textbooks.
- Researches, recommends, maintains and instructs students in the use of adaptive equipment and software.
- Maintains accurate confidential records that document the provision of disability services.
- Represents the College at various meetings on and off campus.

- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of English usage, grammar, spelling, punctuation and vocabulary.
 Knowledge of principles, practices and procedures related to students with disabilities.
Knowledge of various disabilities and medical conditions.
 Knowledge of higher education policies and the Americans with Disabilities Act and Rehabilitation Act of 1973 and how ~~it~~ they relates to educational institutions.
 Knowledge of college programs, degree requirements and policies and procedures.
Knowledge of adaptive equipment and software for people with disabilities.
Knowledge of utilizing data to make informed decisions.
 Knowledge of computer operations and software applications.

Skill in providing case management and counseling assistance to students with various disabilities.

Skill in assessing eligibility for accommodation, adaptive equipment and materials.

Skill in interpreting ADA laws and regulations.

Skill in operating computers and software applications.

Skill in communicating one-on-one and in small groups.

Skill in analyzing complex situations and adopting effective courses of action.

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: Bachelor's degree in special education, learning disabilities, psychology, ~~adult education~~ social services, rehabilitation counseling or a related field, Master's degree preferred and two (2) years ~~teaching~~ experience working with adult or post-secondary ~~disabled students with disabilities~~ 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: President

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-Exempt

CLASS CODE: 4814

JOB SERIES/FAMILY: Student Support Services Series/Student Support Services 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: Coordinator, Early Childhood Education

GENERAL STATEMENT OF RESPONSIBILITIES: To coordinate and lead the instructional services within the College's Early Childhood Education program to ensure that curriculum offered meets the needs of the students and area partners.

PRINCIPAL DUTIES: (essential functions)

- Delivers Early Childhood Education program instruction of 9 credits per semester.
- Develops new curricula, and revises existing curriculum, and completes assessment of student learning.
- Creates, designs and revamps early childhood courses based on community needs and state requirements.
- In collaboration with Advising and Recruitment, aAdvises and recruits current and potential students to the early childhood education program through local agencies/community programs, high schools and marketing tools.
- Assists with hiring, supervising, training, and evaluating Early Childhood Education instructional staff.
- Represents the College at various meetings on and off campus.
- Assists with development of class schedules and recommends teach assignments that efficiently distribute teaching loads.
- ~~Develops new curricula and revises existing curriculum.~~
- ~~Delivers Early Childhood Education program instruction of 9 credits per semester.~~
- Works with community agencies to evaluate program needs.
- Coordinates program-related internship programs opportunities with district agencies.
- Serves as a resource to the College and community regarding Early Childhood Education issues.
- Communicates effectively with staff and departments to support efficiency and the sharing of institutional knowledge.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of principles and evidence-based practices of child development and early childhood education.

Knowledge of principles and practices of curriculum development and implementation.

Knowledge of aligning course outcomes, student competencies and program outcomes and the assessment of student learning with required state and federal benchmarks.

Knowledge of principles, practices and methods of supervision and staff development.

Knowledge of utilizing data to make informed decisions.

Knowledge of computer hardware and software applications.

~~Skill in organization and providing instruction in early childhood education programs.~~

~~Skill in developing and evaluating curriculum.~~

Skill in designing, implementing and providing instruction in early childhood education programs.

Skill in advising students and developing individualized development plans.

Skill in selecting, organizing and evaluating staff performance.

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

Skill in operating computer hardware and software applications.

Skill in collaborating with stakeholders and advisory groups.

Skill in establishing and maintaining effective relations 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 or classroom settings. 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 early childhood development, education or related field and five (5) years early childhood program administration or instructional experience OR an equivalent combination of education and experience that provide the required knowledge and skills.

REQUIRED LICENSE/CERTIFICATION: None.

SECURITY SENSITIVE POSITION: ~~Must be able to successfully complete a background and criminal check~~Requires a criminal history background check.

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

APPOINTED BY: Board of Trustees.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Exempt

CLASS CODE: 61058205

JOB SERIES/FAMILY: ~~Administrative Series/Academic Group~~Academic Series/Business and Technology Group

LAST REVISED: 01/23/19

Highland Community College Position Description

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TITLE: Coordinator, High School Servant Leadership Program

GENERAL STATEMENT OF RESPONSIBILITIES: To provide coordination and leadership for the High School Servant Leadership Program.

PRINCIPAL DUTIES: (essential functions)

- Establish learning outcomes and curriculum for the program that meets credit hour compliance standards.
- ~~Develop assessment processes for the program.~~
- Work with area high school administrations to promote the program and encourage participation.
- Recruit mentors for the program.
- Monitor and assess student progression in the program through face-to-face and technological methods.
- Facilitate mentor development and training.
- Develop and maintain current materials related to the program.
- Recruit qualified trainers to present for the program.
- Facilitate selection of a regional project, summer program, and senior retreat activity.
- ~~Manage the budget allocated to the HSSL program.~~
- Participates in the assessment of student development outcomes and leads the assessment, program review and development of goals and objectives within the department.
- Plan, attend and facilitate meetings as needed to maintain the connection between the College and the program.
- Complete reports required by the College and meet deadlines for grading and registration activities.
- Establish, maintain and assess communication with volunteers and network of mentors.
- With support from the Marketing and Community Relations Department, develop public relations strategies on behalf of the program.
- Facilitate completion of work by delegating to student assistants, volunteers and support staff.
- Support Foundation fundraising efforts on behalf of the program.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

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

Knowledge of leadership development practice and theory.

Knowledge of servant leadership philosophy and practices.

Knowledge of effective coaching and mentorships practices

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

Knowledge of budget management.

Knowledge of utilizing data to make informed decisions.

Knowledge of facilitator and training skills.

Skill in leadership development.

Skill in communicating effectively in writing, and orally in large and small groups.

Skill in operating computers hardware and software applications.

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

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

Skill in working independently and demonstrating initiative.

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

PHYSICAL REQUIREMENTS/ACTIVITIES: ~~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: Master's degree required in leadership studies, organizational psychology, or another related degree from the humanities and social science area. Previous experience in leadership programs preferred. Experience with high school students such as teaching, mentoring, coaching or other youth work preferred.

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.

SECURITY SENSITIVE POSITION: Requires a criminal background check.

REPORTS TO: Vice President, Student Development and Support Services

APPOINTED BY: President.

EMPLOYEE CATEGORY: Professional

FLSA CLASSIFICATION: Non-exempt

CLASS CODE: 51105210

JOB SERIES/FAMILY: Community and Partnership Series/ Servant Leadership Group

LAST REVISED: 01/23/19