

COORDINATOR, SCHOOL OF CONTINUING EDUCATION

DEFINITION

Under general supervision, plans, organizes, and coordinates the development and implementation of all programs and services of the School of Continuing Education; researches and gathers various program data and develops reports; provides highly complex and responsible support to the Dean, School of Continuing Education in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean and Associate Deans, School of Continuing Education. Exercises direct and general supervision over professional, instructional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating the School of Continuing Education services and activities. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean and Associate Deans, School of Continuing Education in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other departments. This class is distinguished from the Dean and Associate Deans, School of Continuing Education in that the latter oversees the programming and administration of the District's entire continuing education division.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, and coordinates the daily functions, operations, and activities of the School of Continuing Education (SCE).
2. Provides direction, training, orientation, and guidance to assigned staff; prepares weekly, monthly, semester, and annual enrollment reports and daily schedules of SCE classes; provides input and documentation for performance evaluations; assists in the recruitment and selection of staff and provides recommendations.
3. Assists in establishing schedules and methods for providing program, services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
4. Participates in the development and implementation of goals, objectives, policies, and priorities for the program; makes recommendations to the Dean and Associate Deans, School of Continuing Education regarding appropriate services, facilities, and resources; recommends and administers policies and procedures.
5. Participates in the development, implementation, and monitoring of the program budget and plans.

6. Develops and practices methods to continually improve efficiency and effectiveness of assigned programs; assesses and monitors schedules and enrollment data and communicates with community partners where off-site classes are held; identifies opportunities for improvement and makes recommendations to the Dean and Associate Deans, School of Continuing Education.
7. Prepares, submits, and evaluates course schedules and enrollment projections each semester.
8. Assists with assessment and identification of new and revised courses, programs, and services.
9. Coordinates and works with faculty in developing and evaluating Student Learning Outcomes (SLO) for the program; monitors class enrollment and attendance reporting; coordinates and prepares programs review for the Division.
10. Advocates for SCE through state and local organizations and publications.
11. Compiles and analyzes data and makes recommendations for the program; prepares comprehensive technical records and reports, as specified in state and federal reporting including Adult Education Block Grant (AEBG), Noncredit Student Success and Support Programs (NC SSSP), and Workforce Innovation and Opportunity Act (WIOA).
12. Plans, organizes, and implements program events and meetings, including student advisory group meetings, focus groups, and faculty orientations.
13. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of adult education and other services as they relate to the area of assignment.
14. Advises, provides guidance, prepares, and delivers presentations on issues pertaining to SCE programs and services.
15. Maintains and directs the maintenance of working and official program files and program website.
16. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
17. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean and Associate Deans, School of Continuing Education.
18. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
19. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
20. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
21. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
22. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
23. Prepares and delivers oral presentations related to assigned areas as required.
24. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
25. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Budget development, administrative practices, and program coordination practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of developing, implementing, and evaluating older adult education program.
5. Theories, principles, and practices of adult education, vocational education, and the application to working with adult education students.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to adult and vocational education programs, projects, and operations.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of assigned personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Prepare and administer budgets; allocate limited resources in a cost effective manner.
9. Work effectively with faculty to support an instruction and learning environment.

10. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques using various database and statistical software.
12. Effectively administer older adult education programs, projects, events, and administrative activities.
13. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
14. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
15. Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
16. Establish and maintain a variety of filing, record keeping, and tracking systems.
17. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
18. Operate modern office equipment including computer equipment and specialized software applications programs.
19. Use English effectively to communicate in person, over the telephone, and in writing.
20. Understand scope of authority in making independent decisions.
21. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
22. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to graduation from a regionally accredited four-year college or university; and
2. Five (5) years increasingly responsible experience working in a program within an academic setting or three (3) years of program or project coordination experience.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023