



INSTRUCTIONAL PROGRAM SPECIALIST

DEFINITION

Under general supervision, organizes and performs a variety of specialized duties in the Instructional Services Division; coordinates the preparation and ongoing maintenance of the semester schedules including data entry and staffing; makes full-time equivalency calculations for faculty; prepares faculty contracts for regular and special assignments; performs receptionist and customer services duties; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for independently performing technical duties in support of the District's Instructional Division. Positions at this level exercise judgement and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situation arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Organizes and performs a variety of advanced and specialized duties in Instructional Division to support class scheduling, staffing letters and contracts, and calculating equivalency hours.
- Assists in the preparation of the semester schedule including checking for errors, schedule/room conflicts, and related logistics; processes continual change requests, section cancellations, staffing, and class additions due to demand and curriculum changes; advises students of any changes as necessary.
- Provides support to part-time and full-time faculty hiring paperwork; prepares faculty contracts for regular and special assignments, including the hiring process for new part-time faculty, for management approval.
- Initiates the employment process for part-time, emergency full-time and other faculty needs; prepares correspondence and tracks candidate responses; coordinates employment offers with Department Chairs and Deans; tracks offer responses and class staffing progress.
- Performs receptionist and customer services duties, including greeting, informing, and directing students, staff, faculty, and the general public; provides information regarding program requirements, departmental policies, procedures, and related instructional related questions; contacts students when changes or cancelations occur; responds to question and complaints; resolves and/or refers to others as needed.
- Prepares Full-Time Equivalency (FTEF) calculations for priority hires, Department Chairs, and faculty positions; monitors and calculates faculty teaching loads; tracks online loads, overloads, and underloads.
- Collects faculty office hours each regular semester; verifies minutes per contract requirements; forwards for signature approval and submits for processing.

- Maintains and tracks absences of directors, faculty, and classified staff; processes time sheets and verifies hours with contracts; cancels classes for absent faculty according to established procedures.
- Collects syllabi for each section, verifies Student Learning Objective (SLO) accuracy according to established procedures; and uploads to SharePoint.
- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties, as assigned.

QUALIFICATIONS

Knowledge of:

- Instructional Division operations and services related to the staffing and scheduling of classes and faculty.
- Methods and techniques of developing, proofreading, and checking classroom schedules and adjusting them based on periodic changes.
- District policies with respect to the initiation of faculty recruitments and the development of offer letters to potential hires.
- Methods and techniques of calculating full time equivalency hours.
- Methods and techniques of calculating and assessing faculty workloads as they relate to scheduling matters.
- Methods and techniques of processing a variety of pay and/or paid time off transactions.
- Business and administration practices.
- Business mathematics.
- Record keeping principles and practices.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of tasks in developing and maintaining class scheduling.
- Initiate and process recruitments for part time and full-time faculty.
- Prepare and track offer letters for potential hires.
- Provide customer service to students and the public on division operations and services.
- Process a diverse range of time keeping documents.
- Perform mathematical computations accurately.
- Critically review information to detect and correct errors.
- Prepare reports by gathering and organizing data from a variety of sources.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- 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 that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree from an accredited college with major coursework in public administration, business administration, or related field.

Experience:

- Four (4) years of increasingly responsible office and administrative clerical experience, specialized technical experience in instructional services or related field.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 in work areas 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

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