



Classification Description

Job Title: Coordinator, Academic Support Programs **Pay Grade: 107**

Job Code: 3689

FLSA Status: Exempt

Job Purpose

This position supports coordination and peer leadership for the delivery of designated and specialized services, such as math and/or writing tutorial services, in collaboration with the Academic Support Program Director and Senior Coordinators. The position will also maintain the daily operations for a campus specific Center's operations, and provide direct instructional assistance to students, as needed.

General Responsibilities

Essential Functions

Coordinates and provides peer leadership to a designated Campus Center's tutorial staffing and content areas.

Provides day to day delivery and oversight of a specified Academic Support Center's peer tutoring program at a given campus location.

Consults with and follows at the direction and guidance of Senior Coordinators (Math and Writing) to ensure that Center-based instructional assistants and peer tutors are providing accurate and effective discipline-related content for tutoring instruction, for staff professional development training activities, and for workshop development and presentations.

Ensures student tutorial services and instructional assistance are provided promptly and effectively.

Recruits, trains, schedules, supervises, and provides feedback on performance to any assigned student peer tutorial staffing.

Collaborates with the Director to establish and monitor area/unit goals for Academic Support Programs.

Implements and assesses professional development activities for staff within a designated content area, such as writing/oral communication or math content areas.

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Collaborates with the Director to serve as liaison to faculty to ensure the seamless integration of classroom and center-based activities. This includes but is not limited to, keeping apprised of curriculum and course changes for the purpose of planning and implementing support for students in content areas.

Ensures that the collection of student-related data (via Accutrack & Qualtrics formats) and the preparation and submission of required reports (end of semester narrative and data reports) are completed timely and accurately.

Monitors and makes recommendations to the Director for FSW web presence, digital signage, hardware, and software, which supplement student learning/information and /or warehouse data collection for ASPs, such as Accutrack or a similar product.

Analyzes student data from designated Center to identify trends and makes recommendations accordingly to Director.

Plans and conducts regular College-wide meetings within tutorial service area.

Reviews staffing plans and monitors staff performance for the designated tutorial service area in collaboration with the Director and Senior Coordinator(s).

Ensures proper employment paperwork is timely and accurately submitted for all assigned personnel.

Approves timesheets for hourly personnel, ensuring time is accurately documented.

Participates in ongoing professional development and stays informed of new and best practices for learning support and tutorial support programs.

Serves as a member of the Academic Support Programs leadership team along with the Director.

Serves on College/campus committees as directed.

Occasional travel to other campus locations may be required.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in education, English, or mathematics, or related field with one (1) year of full-time, professional work experience in a related position in an educational setting.

OR

An Associate's degree from a regionally accredited institution of higher education with three (3) years of full-time professional work experience in a related position in an educational setting.

One (1) year of experience providing supervision and management as part of prior professional responsibilities.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: January 3, 2017. Revised: February 27, 2020. Reviewed: September 26, 2022.
Revised: July 1, 2023.