



Classification Description

Job Title: Administrative Coordinator, Workforce Programs

Pay Grade: 112

Job Code: 3398

FLSA Status: Exempt

Job Purpose

This is responsible, professional work providing management-level project management and executive administrative support to the Vice President of Workforce Programs. This position collaborates with the planning and administration of College-wide activities throughout the five-county region. In collaboration with Academic Affairs leadership, responsibilities of this position include, but are not limited to, coordination of administrative department functions, project management, budget monitoring and analysis, organizational management and development, internal and external communications. The work of this position is performed primarily on FSW's Thomas Edison (Lee) Campus.

General Responsibilities

Essential Functions

Coordinates accurate and timely completion of both routine administrative department functions and assigned special projects within the Division. Provides technical and administrative managerial support to the Vice President in the daily operations of the division. Assists supervisor in both routine and special department projects, which may include statistical and financial analysis, calendar coordination, research, data compilation, and report preparation.

Coordinates and develops annual workplans for the Workforce Programs Division in consultation with the School Deans, and the FSW President's office. Maintains the Vice President's calendar, arranging and/or monitoring scheduling for seminars, training, meetings, travel, and related department functions. Coordinates Division marketing efforts.

Participates in the growth of FSW continuing education, grant programs and customized training. Coordination activities include, but is not limited to, coordinating and leading related meetings; coordinating with vendors to service needs; coordinating, collaborating with various departments and schools; creating and maintaining spreadsheets of who and what area is responsible for respective tasks; oversight of hosted and sponsored groups including legislators, Workforce Board, Chambers of Commerce and EDO's; coordinating all aspects of facilities requests; coordinating food service for VIPs, participants, and guests; overseeing process for selecting campus venues and VIP guest speakers; process oversight for program marketing (proofing, etc.); establishing and ensuring deadlines are met including inter-department, College-wide, and outside vendors;

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serves as point of contact for external partnership related tasks and various vendors; assists in the process for establishing adequate volunteers for external partnership events.

Coordinates and maintains departmental filing system, to include supervisor's files, all department records, forms, reports, etc.

Monitors and manages assigned budgets. In partnership with the FSW Finance office, manages accounting records for the Workforce Programs Division including budget summaries for the Schools of Education, Business and Technology and Health Professions. Activities may include developing reports, articulating spreadsheet information establishing consistent budget requests as well as preparing cost purchasing orders and requisitions, billing, expenditures, revenues, inventory, payroll, and P-cards.

Provides leadership support of initiatives originating from the Vice President of Workforce Programs; including, but not limited to, the development of strategies to promote initiatives, writing proposals, chairing or staffing committees, and consultation with administrators or appropriate staff.

Oversees the tracking of internal and external complaints that come to the Vice President for Workforce Programs for the purposes of ensuring that client and constituent complaints are resolved in accordance with College policies and procedures. Maintains an accurate record of all external communications along with other related documents.

Drafts, proofs and distributes communications to various constituents including College-wide messages from the Vice President of Workforce Programs. Coordinates intra-and inter-departmental communications to include, but not limited to, administrator directives, dissemination of College/department policy and procedure, meeting agendas and division communications. Leads in the preparation, development and assembly of presentation materials for the College, public or community organizations, and reports or materials as required by the supervisor.

Drafts and maintains the Workforce Program's division organizational chart including the Schools of Education, Health Professions, Business and Technology, Continuing Professional Education and the Career Center.

Provides analytical support on a broad range of complex issues and resolves or makes recommendations for resolutions. Represents the supervisor at meetings, events and other forums as required.

Supports all divisional efforts to enhance College, constituent, and student success within the Workforce Programs division including, but not limited to, strategic planning, research and analysis, and decision-making.

Analyzes and reviews the performance of administrative functions under charge for the purpose of improving efficiency, maximizing resources, and ensuring accuracy in task performance.

Administers Division and College policies relating to Workforce Programs division activities.

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Drafts, evaluates and revises policies as they relate to areas of responsibility; assesses and develops recommendations for the impact of substantive changes in policies and programs within the division.

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 perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in industrial psychology, student personnel services, educational leadership, higher education administration, management, business administration or related field.

Three (3) years full-time professional work experience performing administrative functions. Appropriate combination of education and experience may be substituted.

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.

Experience using an enterprise-wide integrated student information system such as SCT Banner.

Knowledge of applicable laws and regulations related to College related activities.

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.

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- 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.

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. Travels periodically to events and other campuses.
- 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: March 5, 2021. Revised: July 21, 2021, July 15, 2022, and July 1, 2023.