



Classification Description

Job Title: Program Specialist, Corporate and Community Education

Pay Grade: 107

Job Code: 4065

FLSA Status: Exempt

Job Purpose

This specialized position supports the Office of Corporate and Community Education. The Program Specialist is a vital member of the Corporate and Community Education team and requires planning skills and the ability to coordinate the completion of multiple tasks and projects within established time frames. This position operationalizes enrollment processes related to Corporate and Community Education and provides administrative support in several capacities to include budget and office management.

General Responsibilities

Essential Functions

Assists leadership with the coordination and management of the administrative functions for the Office of Corporate and Community Education. Ensures efficient and effective operations of the office.

Provides administrative support to include, but not limited to, preparing and maintaining a wide variety of documents, processing travel and expense reports, managing scheduling and calendars, coordinating meetings, and purchasing and maintaining office supplies and equipment.

Supports Corporate and Community Education events by coordinating activities with speakers and vendors, securing appropriate rooms for courses with facilities, and providing approved course materials for students, attendees, speakers, sponsors and directors.

Provides information about Corporate and Community Education classes and opportunities and supports prospective students through the enrollment and onboarding processes.

Coordinates schedules of Corporate and Community Education students in accordance with their enrolled program. Acts as liaison with sites that are used for student learning experiences.

Manages logistics for the in-person and online Corporate and Community Education classes which includes: booking and paying instructors, booking of class rooms, invoicing of training to customers, buying class books and printing presentations handouts.

Prepares regular training reports.

PROGRAM SPECIALIST, CORPORATE AND COMMUNITY EDUCATION

Creates and maintains databases of students for the purposes of ensuring compliance with state documentation and reporting requirements, revenue tracking purposes and tracking post-program results.

Prepares and distributes certificates for completed courses to students.

Enters Corporate and Community Education credits into the Florida portal system, as applicable.

Manages both manual and computerized records to ensure compliance with state documentation requirements; assists Corporate and Community Education instructors in non-instructional support functions; and provides technical assistance to students and staff.

Where appropriate ensures compliance with criminal background checks for health-related corporate and community education program participants.

Assists students with the identification and application for funding sources. Provides accurate entrance, exit and follow-up information.

Coordinates and supervises special projects, as assigned.

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.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Two (2) years of professional related work experience. Appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated proficiency in general office computer software including MS Word, MS Excel, MS PowerPoint, and other administrative software.

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.
- 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.

PROGRAM SPECIALIST, CORPORATE AND COMMUNITY EDUCATION

- 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.
- Maintain confidentiality of student information pursuant to FERPA laws and other policies.

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: April 10, 2023. Revised: July 1, 2023.