



Classification Description

Job Title: Program Director,
Advanced Medical Assisting and Medical
Assisting Specialist

Pay Grade: 120

Job Code: 4226

FLSA Status: Exempt

Job Purpose

The Program Director, Advanced Medical Assisting (AS-AMA) and Medical Assisting Specialist (MAS-CCC) serves as the program administrator of these Medical Assisting programs within the School of Health Professions. Work includes planning, implementing, directing, and evaluating effective and efficient instructional systems within available resources, consistent with regional and program accreditation standards, federal and state statutes, and the College mission.

General Responsibilities

Essential Functions

Provides instructional support, as assigned, in delivering didactic, clinical, laboratory, simulation, and online/remote education within the medical assisting programs.

Teaches one (1) course per semester (Fall and Spring) in the area of expertise/credentialing, up to three (3) semester hours per course, as assigned by the supervisor. Establishes and interprets AS-AMA and MAS-CCC program policies and procedures consistent with College instructional policies.

Establishes AS-AMA and MAS-CCC program goals and objectives in cooperation with the Dean of the School of Health Professions, Associate Dean of Health Professions, program advisory committees, if applicable, and/or and other program faculty/administrators.

Provides an effective organization through the hiring, training, evaluating, and motivating program instructional and support employees. Develops and maintains an organizational structure that ensures effective and efficient program operations and student learning outcomes.

Provides an effective and efficient system for assessment, delivery, and evaluation of program courses; monitors the instructional delivery system and guides the improvement of instructional quality on a regularly scheduled basis to ensure uniform and consistent practice within program guidelines.

Provides an effective communication system within the program and with associated external agencies, community groups, or other related organizations to foster the exchange of ideas while providing opportunities for faculty and staff to participate in developing recommendations to enhance the program. Prepares and recommends the AMA program budget; monitors expenditures

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to maximize the utilization of available resources.

Recruits and advises students who demonstrate an interest in the AS-AMA and MAS-CCC programs; creates and manages recruitment events as appropriate for these programs.

Coordinates student learning experiences and guides students to ensure retention and student success.

Secures and maintains facilities and equipment needed for the program.

Provides accurate and timely information for printing and publishing class schedules, program recruitment brochures, information/application packets, the AMA program webpage, and the College catalog.

Aligns the program with SACS-COC accreditation requirements and appropriate program credentialing agencies.

Compiles measurable outcomes of program effectiveness and student success.

Coordinates and participates in program advisory committee meetings, department meetings, and other ad hoc committee work, 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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in a discipline applicable to the AMA program.

Licensure or certification in relevant healthcare field.

Five (5) years of combined clinical and progressive leadership experience in related healthcare field.

Personal and educational philosophy compatible with the mission, goals, and objectives of Florida SouthWestern State College.

Demonstrated competency in computer applications.

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Demonstrated experience using a personal computer, software like 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.

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.

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SPECIALIST

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, classroom, laboratory, and clinical sites.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 13, 2023.