

# POSITION DESCRIPTION

# Position Title: Academic Operations Coordinator

# Department: Home Office

**Reports To: Provost**

**Classification: Full-time, Exempt**

**Summary:** The Academic Operations Coordinator plays a vital role in providing administrative and operational support to the Provost and the President within an educational institution. This position involves a range of responsibilities aimed at facilitating the efficient functioning of academic leadership and advancing the institution's strategic goals.

**Essential Duties and Responsibilities:**

Administrative Support:

* Prepare and proofread correspondence, reports, and presentations for the Provost and President.
* Act as a liaison between the Office of the Provost, the Office of the President, and various departments and stakeholders.
* Draft, edit, and distribute official communications, announcements, and memos on behalf of the Provost and President.
* Arrange logistics for high-profile meetings, including room reservations, technology setup, catering, and materials.
* Maintain confidential and sensitive files, documents, and records related to academic leadership activities.
* Assist in the preparation and distribution of meeting agendas, minutes, and follow-up action items.
* Collect and compile data from various sources to support the preparation of reports, dashboards, and presentations for academic and operations leadership.
* Assist online leadership with contracts and payroll files, ensuring accuracy and completeness of documents.
* Create and manage organizational charts and master calendar for senior leadership team.

Project Management:

* Plan, execute, and oversee academic projects, ensuring adherence to timelines, budgets, and quality standards.
* Coordinate project teams and stakeholders, ensuring clear communication and efficient collaboration throughout the project lifecycle.
* Monitor project progress, identify potential risks, and implement effective solutions to ensure successful project outcomes.

Academic Support:

* In partnership with the Deans of Curriculum and campus program directors, prepare and organize documentation necessary for accreditation processes and site visits.
* Conduct detailed assessments of online course shells, examining content, structure, and alignment with learning objectives and standards.
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* Assist with college catalog updates as per schedule ensuring quality and timeliness of deliverables.

Other duties as assigned.

**Supervisory Responsibilities:** This job has no direct supervisory responsibilities. Technical oversight is provided for data utilization in identifying, supporting, and delivering outcomes across the institution.

**Core Competencies:**

Adaptability – Responds to change with a willingness and ability to learn new ways of working. Adapts approach and demeanor in real time to match the shifting demands of different situations.

Communication – Develops and delivers communication that conveys a clear understanding of the unique needs of different audiences. Listens to others and allows them to make their point.

Integrity & Ethics – Demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; treats people with respect; keeps commitments; inspires the trust of others and upholds organizational values.

Organization Support – Supports organizations’ goals and values. Is keenly aware of the time frame in which tasks or projects needs to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts priority on the needs of the organization or the needs of its customers. Fosters collaboration and teamwork across the Institution.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follow through on commitments.

**Job Competencies:**

Initiative – Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. Looks for new and productive ways to make an impact,

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason, even when dealing with emotion topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Time Management – Prioritizes tasks and manages time to ensure that deadlines are met; plans time and sticks to those plans; prevents or manages interruptions until the highest priority tasks are accomplished.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience – Minimum of Bachelor’s degree from an accredited college. Five years of experience as an Administrative Assistant reporting to senior management preferred.

Language Skills – Ability to read, analyze and interpret analytical reports on inquiries, enrollments and drops; ability to communicate and/or respond to inquiries or complaints from employees and students with superior written and verbal communication skills; ability to effectively communicate information in group presentations.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have advanced knowledge of Microsoft Office, Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to fingers, handle, or feel and reach with hands and arms; talk; and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.