



Job Title	Academic Support Coordinator I, II	Job Code	AA0419, AA0420, AA0425, AA0426
Pay Plan	A&P	Pay Grade	16, 17
Union	Non-Union	FLSA Status	Exempt/Non-Exempt
Job Family	Academic and Program Management	Union Code	0
		Subfamily	Academic Services

Job Family & Subfamily Summary

Academic and Program Management Professionals develop, administer, or support programs that enhance the learning environment for students or faculty development.

Academic Services Professionals provide services and support for operations of academic programs.

Job Summary

Supervises staff and coordinates support services for assigned program(s), which may include the access program, academic coaching, and the engagement program for probation students, or testing services and test scheduling for math placement testing. May assist with learning skills consultations.

Representative Duties

1. Academic Support Services

- Designs curriculum and academic support services
- Recruits, selects, and trains student mentors
- Develops, implements, and coordinates the activities of assigned program(s)
- Oversees and coordinates the administrative functions of the assigned program, including; participating in meetings, coordinating with students, and creating documents
- Assists with the technology needs of the office
- Maintains records and statistics and prepares monthly reports
- Coordinates with instructors, students, and proctors for testing schedules and availability; creates and edits testing slots for students

2. Outcome Assessment

- Collects, analyzes, and disseminates data regarding outcomes for students and coaches, and reports the outcomes to internal and external constituents as appropriate
- Assists with institutional effectiveness, and developing learning outcomes and assessment procedures to improve services

3. Collaboration and Partnership

- Serves as a liaison to campus departments to coordinate and facilitate activities for assigned programs
- Coordinates with students and external entities when needed

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
See Level Addendum below		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I

- 0+ years of relevant work experience
- Work is closely supervised
- Problems faced are not typically difficult or complex
- Explains facts, policies and practices related to job area

Level II

- 2+ years of relevant work experience
- Works independently with general supervision
- Problems faced are difficult but typically not complex
- May influence others within the job area through explanation of facts, policies and practices

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.