

Quinebaug Valley Community College

Job Description

Community Outreach/Evening Coordinator

Salary Level:
16

Date Approved/Revised:
Approved: 12/03/18

Position Purpose

Quinebaug Valley Community College offers a wide array of two-year degree programs, for-credit certificate programs, and non-credit continuing education courses and programs. Some of these programs and courses are conducted Monday through Thursday evenings at the College's classroom facility at Windham Technical High School in Willimantic, CT. Willimantic and the surrounding towns are an important segment of QVCC's service area. As such, the College conducts a variety of recruitment related outreach activities in the region.

The Community Outreach/Evening Coordinator functions as the administrative person in charge of QVCC's Willimantic classroom facility during its hours of operation, and is also responsible for community outreach activities in the Willimantic area.

The incumbent ensures that the classroom facility is open, available and operating properly during its scheduled hours of operation from 3:00 p.m. to 10:00 p.m. Since other college functions such as Student Services, Registrar and Admissions are not normally available during those hours, the position also provides student assistance in variety of areas including, but not limited to, course advising, and enrollment support. Maintenance and security staff are present during scheduled hours of operation.

The incumbent also performs recruitment and admissions related outreach activities during regular business hours on Fridays and during periods of the year when classes are not in session.

Supervisory and Other Relationships

The position typically works under the direction of the Director of Student Services. The position may have lead or functional supervision of administrative support, maintenance, security staff, and student workers. The position has substantial contact with students, the public, faculty, staff and administration. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments to contribute to retaining students.

Major Accountabilities

The Community Outreach/Evening Coordinator is accountable for performance in these essential functional areas:

- Facility scheduling and operation;
- Student services;
- Community outreach;
- Emergency management.

Examples of Essential Duties and Accountabilities

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. Facility scheduling and operation: The Community Outreach/Evening Coordinator is accountable for making sure the facility is available and operating properly during the assigned times. This accountability includes such essential tasks as:

1. Scheduling and monitoring authorized use of classrooms, equipment and other instructional facilities, taking action as needed to resolve problems of availability or schedule conflicts;
2. Overseeing the proper observance of security procedures during assigned hours;
3. Performing or verifying opening and closing of the facilities at proper times;
4. Providing general administrative services during assigned hours.

B. Student services: The Community Outreach/Evening Coordinator is accountable for providing general student services which are not readily available to evening and weekend students. This accountability includes such essential tasks as:

1. Providing general and academic information regarding courses, events and programs;
2. Assisting students with information and guidance on matters relating to registration, placement testing, financial aid and other similar student services;
3. Serving as liaison for evening students with the College's faculty and administration.

C. Community outreach: The Community Outreach/Evening Coordinator is accountable for recruitment and admissions related community outreach activities. This accountability includes such essential tasks as:

1. Building relationships with area high school administrators and career counselors;
2. Meeting with prospective students and parents;
3. Building relationships with local civic, religious, business, and non-profit organizations.

C. Emergency management: The Community Outreach/Evening Coordinator is accountable for taking and directing needed action in the event of an emergency during assigned hours. This accountability includes such essential tasks as:

1. Responding to emergencies and incidents such as fire alarms, injuries or security threats by alerting appropriate authorities and instructing staff on proper actions;
2. Collecting necessary information, preparing incident reports and communicating with appropriate administrators.

Professional Participation and Development

In addition to the accountabilities listed above, the Community Outreach/Evening Coordinator is required to carry out the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

These may involve attendance at evening or weekend events.

The incumbent is expected to maintain currency in the position's required fields of professional expertise and competencies including required computer skills. The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature.

Qualifications

Incumbents are required to have demonstrated substantial knowledge and abilities in the following areas:

- Academic and office administration;
- Student services or related public service;
- Strong information technology literacy skills;
- Effective oral and written communications.

These skills and abilities typically are acquired through a combination of education, training and experience which would include:

- A Bachelors degree in an appropriately related field;
- One to four years of experience applying those disciplines in a field related to adult education administration, business or office administration;
- Or a combination of education, training and experience that would lead to the competencies required for successful performance of the position's essential duties.

Work Environment

Incumbents typically perform their work in offices and open areas of a college instructional facility. Reasonable accommodation will be made for incumbents with physical limitations.