



## Classification Description

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**Job Title:** Campus/Center Coordinator

**Pay Grade:** 107

**Job Code:** 4252

**FLSA Status:** Non-Exempt

### **Job Purpose**

Reporting to the Campus/Center Director, the Campus/Center Coordinator provides daily, consistent, high-quality operational support and sustained activities at an assigned FSW Campus or Center. As guided by their supervisor and in concert with College offices and departments, the Coordinator ensures on-site organizational access and coverage of essential and comprehensive College services, including evening and weekend activities.

### **General Responsibilities**

#### **Essential Functions**

Delivers and assists in delivering high-quality services and programs on an FSW campus or center that promote Campus/Center student and academic success.

Aides in building and maintaining a climate of operational excellence and professional integrity, and in doing so, engenders an environment of care, service, and excellence at the assigned Campus or Center and in College-wide interactions.

Supports the on-site representation for offices such as Adaptive Services, CARE Services, Community Standards, and Student Development and Engagement.

Suggests operational improvements to their supervisor that are appropriate to their assigned Campus location.

Helps their supervisor and other College officials operationalize programs, events, and initiatives designed to meet Campus/Center success and effectiveness goals, facilitate creation or expansion programs meeting local student and workforce needs, and advance community partner relations, including special events, visits to community agencies, and quality programmatic interactions with educational providers.

Acts as the initial and primary Campus/Center agent to facilitate inquiries or concerns from students and other constituencies and, if not resolved at the point of origin, elevates inquiries or concerns to their supervisor appropriately.

## CAMPUS/CENTER COORDINATOR

Guides students and verifies that they find resources and information vital to their ongoing success, including, but not limited to, admissions, advising, course scheduling, new student orientation (NSO), registration, testing, veteran services, student financial aid, and other FSW services and offices.

Performs accurate and timely completion of routine administrative department functions.

Directs the general public to on-site partner organizations and their services, sponsored and non-sponsored campus events, and off-site public and private local educational and social services.

Manages all front desk coverage, visitor intake, and notification processes.

Recruits, interviews, onboards, and trains front-desk student assistants, including creating hourly, daily, weekly, and semester-long student assistant work schedules, monitoring the associated budget, and approving time worked.

Facilitates, problem-solves, refers, and returns all Campus/Center-related phone calls, inquiries, and messages on the Zoom phone system and other electronic media.

Ensures consistent Campus or Center-related electronic and physical messaging when offices and services are closed.

Assists the Campus/Center Director during an on-campus critical incident or emergency.

Liaises with Campus Police and Facilities on related visitor issues and needs and for campus security issues.

Monitors lobby for potential campus security and refers those issues to Campus Police.

Prepares and distributes reports, announcements, and other materials appropriate to the Campus or Center Director.

Receives, processes, distributes department mail, and prepares forms, letters, and parcels for mailing.

Assists supervisor in both routine and special department projects.

Facilitates local compliance with higher education law, Florida legislation, and College policies such as, but not limited to, Title IX, FERPA, accreditation, and ADA.

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 perform the essential functions of this job with or without reasonable accommodation.

## CAMPUS/CENTER COORDINATOR

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education, or combination of a high school degree or GED and work experience equivalent to a degree.

Three (3) years of full-time professional work experience in higher education with a knowledge and appreciation of higher education operations. Appropriate combination of education and experience may be substituted.

Ability to work nights and weekends, as required.

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.

## CAMPUS/CENTER COORDINATOR

- 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 18, 2024. Revised: July 1, 2024.