

Classification Description



Job Title: Program Coordinator, Workforce Opportunities

Pay Grade: 108

Job Code: 4225

FLSA Status: Non-Exempt

Job Purpose

The Program Coordinator, Workforce Opportunities promotes workforce education programs within the community. This position is housed within the Division of Workforce Education, reporting to the Assistant Director, Workforce Recruitment and Scholarship. This position will work closely with staff in FSW's five academic schools and is responsible for communicating accurate information about FSW's Workforce programs. This position will be responsible for supporting students interested in workforce education scholarships and grants and have responsibility for communication, qualifying aspects, and reporting and tracking specific funding programs to students across FSW's five-county service region. This position is partially funded through the Carl D. Perkins Career and Technical Education (Perkins IV) Act.

General Responsibilities

Essential Functions

Supports scholarship and grant operations of student facing elements of workforce funding opportunities to include federal, state and external donor funds.

Promotes access and knowledge of Workforce Education programs to current FSW students via the creation of workforce-specific events and participation in College events.

Prepares and delivers presentations and workshops to support prospective and current students in learning about FSW's workforce programs and funding opportunities.

Connects students to Workforce Education funding opportunities and supports students through the qualifying, verification and onboarding processes.

Supports prospective and current students by meeting via appointment or walk-in basis, providing informational sessions, and engaging in follow-up communication activities such as emails, phone calls and call campaigns.

As a staff member in the Division of Workforce Education, supports the work of developing, planning, and implementing special events to increase awareness of the College and Workforce programs and promotes these activities to students.

Remains current on Workforce program offers and program-specific details of FSW's Workforce programs of study to relay accurate information to potential and current students.

PROGRAM COORDINATOR, WORKFORCE OPPORTUNITIES

Collaborates with other departments to ensure positive enrollment progression, student satisfaction, and success.

Engages thoughtfully with prospective and current students and distributes a variety of College publications, including brochures, recruiting literature, and other promotional materials in an effort to create awareness and interest in workforce programs.

Acts as a referral agent for potential and current students who may need the services of another department.

Ensures the integrity, privacy, security and confidentiality of academic records by maintaining strict compliance with FERPA and state and federal regulations.

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.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Two (2) year full-time professional work experience or four (4) years of part-time experience.

Appropriate combination of experience and education may be substituted.

Ability to travel independently within the College's five-county service district.

Strong collaboration skills and ability to work closely with all a variety of stakeholders.

Demonstrated ability to:

- Think critically and creatively, have a high standard of ethical behavior and 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.
- 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.
- Excellent customer service skills.
- Communicate effectively, both orally and in writing.
- 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.

PROGRAM COORDINATOR, WORKFORCE OPPORTUNITIES

- Exercise discretion and good judgment at all times and in all contexts.
- Maintain confidentiality of student information pursuant to FERPA laws and other policies.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.

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.

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, proof read and perform critical thinking skills.

Approved: November 9, 2023. Revised: July 1, 2024.