



Classification Description

Job Title: Administrative Coordinator, Operations

Pay Grade: 112

Job Code: 3823

FLSA Status: Exempt

Job Purpose

This is responsible, professional work providing executive level administrative support to the Office of the Senior Vice President/Chief Operating Officer (COO). This position assists in the planning and administration within FSW's Operations Divisions College-wide. The responsibilities of this position include, but are not limited to, coordinating and organizing Board of Trustee material submissions, project management, budget monitoring and analysis, and the oversight and maintenance of the administrative aspects of the Office of the Senior Vice President/COO. This position also provides administrative support to the Office of Risk and Contracts Management.

General Responsibilities

Essential Functions

Coordinates the accurate and timely completion of both routine administrative department functions and assigned special projects within the Division. Provides technical and administrative managerial support to the Senior Vice President in the daily operations of the division of Operations by planning, establishing, and organizing systems and processes to ensure the orderly operation of the office.

Assists supervisor in both routine and special department projects, which may include statistical and financial analysis, research, data compilation, and report preparation. Ensures the successful planning, execution, and completion of assigned projects; monitors project progress, prepares project status reports, and provides updates to the Senior Vice President regularly.

Maintains Senior Vice President's calendar, arranging and/or monitoring scheduling for seminars, training, meetings, travel, and related department functions.

Coordinates and maintains departmental filing system, to include supervisor's files, all department records, forms, reports, etc.

Collaborates with appropriate Operations Department's leadership and staff to plan fiscal year budgets (such as travel and public relations). Performs budget and finance activities for the Senior Vice President/COO office including, but not limited to, monitoring budget expenditures and financial records, processing purchase orders and requisitions, check requests, budget transfers, travel, billing, inventory, and payroll. Prepares necessary budget requests during budget development.

ADMINISTRATIVE COORDINATOR, OPERATIONS

Supports initiatives originating from the Office of the Senior Vice President/COO and within FSW's Operations division including, but not limited to, assisting in the development of strategies to promote initiatives and enhance Operations division services. Contributes to the development of long-term objectives while ensuring the initiatives and objectives align with the institution's vision and mission. Initiative support includes, but is not limited to, assembling proposals, attending committees, and meeting with administrators or appropriate staff. Compiles initiatives, tracks progress towards established goals, and updates Senior Vice President/COO regularly.

Consolidates the strategic plans for the operational units and prepares reports to the Senior Vice President/COO regularly. Initiates reminders to operational department leadership to ensure the timely submission of strategic plans, goals and performance.

Coordinates intra- and inter-departmental communications for the Office of Operations to include, but not limited to, administrator directives, dissemination of College/department policy and procedure, meeting agendas, etc. In addition, drafts, proofs and distributes College-wide announcements from the Office of the Senior Vice President/COO.

Provides administrative support to the Office of Risk and Contract Management to include, but not limited to, budget tracking, purchase orders and requisitions, arranging and submitting travel, check requests, p-card reconciliations, and budget transfers, as needed.

Serves as the clearinghouse for responses to internal and external audits and works with appropriate staff to handle public information requests directly impacting the division.

Coordinates with the Office of the President in the preparation, development and assembly of Board materials, presentations for College, public or community organizations, and reports on materials as required by the supervisor.

Coordinates with the Operations division department leadership on the submission of new and/or updates to department-related College Operating Procedures (COP) for approval and ensures the most recent COP's are posted on the website.

Responsible for managing a centralized system to obtain cabinet approval on College-wide COP's, verifying format, accessibility and posts on the College's website. Ensures COP's are reviewed on a regular basis and coordinates the review with appropriate department leadership.

Assists the Senior Vice President/COO in monitoring KPI's that are developed and submitted by Operational Departments to track operational efficiency, and customer satisfaction.

Plays a major role in the planning, organization and execution of special events related directly to the Office of Operations. May manage the event budget, maintain event schedule, contact vendors, arrange meetings, etc.

Represents the supervisor at meetings, events and other forums, as required.

Drafts and maintains the Operations division organizational chart.

ADMINISTRATIVE COORDINATOR, OPERATIONS

Periodically reviews and makes recommendations to the various Operations division websites to ensure accurate information is presented.

Maintains the web page for the Office of the Senior Vice President/COO.

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 in educational leadership, higher education administration, management, business administration or related field.

Three (3) years of full-time professional work experience performing administrative functions. An appropriate combination of education and experience may be substituted.

Experience using an enterprise-wide integrated business information system such as SCT Banner.

Experience reviewing contracts and working with legal counsel.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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.

ADMINISTRATIVE COORDINATOR, OPERATIONS

- 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.
- 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: July 28, 2021. Revised: July 1, 2023, and November 26, 2024.