



Classification Description

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 consistent, high-quality daily operational support and coordinates ongoing activities at an assigned FSW campus or center. Under the supervisor's guidance and in collaboration with College offices and departments, the Coordinator ensures on-site access to 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 at an FSW campus or center that promote Campus/Center student and academic success.

Aids in building and maintaining a climate of operational excellence and professional integrity that fosters care, service, and excellence at the assigned campus or center and in College-wide interactions.

Provides on-site support for offices such as Adaptive Services, CARE Services, Community Standards, and other Student Life offices and programs.

Recommends to the supervisor operational improvements for their assigned campus or center.

Assists the supervisor and other College officials in implementing programs, events, and initiatives designed to meet campus or center success and effectiveness goals, facilitate the creation or expansion of programs that address local student and workforce needs, and strengthen community partnerships through meaningful interactions with educational providers, special events, and visits to community agencies.

Serves as the initial and primary campus or center contact for inquiries or concerns from students and other constituencies. Resolves matters when possible and appropriately escalates unresolved matters to the supervisor.

Guides students and helps ensure they access resources and services essential to their ongoing success, including admissions, advising, course scheduling, first-time-college (FTIC) workshops, registration, testing, veteran services, student financial aid, and other FSW services.

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Completes routine departmental administrative functions accurately and in a timely manner.

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, resolves, refers, and returns all campus- or 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 regarding visitor needs, visitor-related issues, and campus security concerns.

Monitors the lobby for potential campus security concerns and refers them to Campus Police.

Prepares and distributes reports, announcements, and other materials as directed by the Campus/Center Director.

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

Assists the supervisor in both routine and special department projects.

Supports local compliance with higher education laws, Florida statutes, accreditation requirements, and College policies, including, but not limited to, Title IX, FERPA, and the 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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

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

Three (3) years of full-time professional work experience in higher education with knowledge and appreciation of higher education operations. An 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 work effectively with individuals from a variety of backgrounds and perspectives.

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.

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- 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 and respect in interactions with individuals with varying perspectives, experiences, 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, and 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, and September 1, 2026.