



Classification Description

Job Title: Operations Associate, Teaching and Learning Center

Pay Grade: 13

Job Code: 3787

FLSA Status: Non-Exempt

Job Purpose

This position is responsible for supporting the Teaching and Learning Center (TLC) operations. Work includes scheduling professional development sessions, preparing and maintaining registration data, preparing and reviewing marketing materials, and maintaining training rooms. This position assists in administrative processes related to faculty professional development.

General Responsibilities

Essential Functions

Manages TLC calendar/schedule and ensures for accuracy.

Maintains accurate and complete professional development records through the training management system, including managing faculty records for self-paced online courses, and overseeing the creation of completion and facilitation certificates.

Assists with planning and carrying out TLC events, including monitoring session/event registration and attendance, arranging room layouts, setting up technology, ordering refreshments, and sending follow-up materials and evaluations.

Assists with preparing and disseminating TLC reports, including session/event evaluations in Qualtrics.

Enrolls faculty participants in self-paced online courses and tracks completions.

Maintains records for adjunct faculty evaluation and mentoring processes, including mini-portfolio submissions, mentor assignments, and stipend payments.

Supports trainers/facilitators in the TLC.

Sends email reminders and evaluations to workshop presenters and participants.

Monitors and responds to emails in the tlc@fsw.edu inbox.

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Maintains updated presenter/facilitator bios and pictures in system/calendar and encourage use of FSW directory profiles.

Assists in marketing and outreach efforts for the TLC, including TLC website and creating email blasts, infographics, flyers, posters, digital signage etc.

Ensures all TLC materials are in compliance with FSW standards.

Proofreads and edits TLC communications (email, web, print).

Supports TLC team as necessary.

Special projects and 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 safely 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.

Some professional work experience in training, instructional design, customer service, professional development, or administrative support.

Demonstrated ability to utilize productivity software applications such as Google and Microsoft products.

Ability to set-up and operate technology equipment and have general software and hardware troubleshooting abilities.

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.

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- 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.
- 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: June 19, 2018. Revised: June 15, 2020.