

Columbia College Position Description

<p>NOTE: <i>Must; Shall; Will:</i> <i>Should:</i> <i>May or Could; Can:</i></p>	<p>Clarification of Terms These words or phrases indicate actions or activities that are <i>essential or mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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Position Title:	Program Coordinator
Program/Department Name:	University Preparation Program
Reporting to:	Chair, Department of Academic Upgrading and English as a Second Language
Position Summary:	This Professional will assist in the coordination and development of the University Prep Program at Columbia College. The program is of strategic importance to the College, and requires an individual able to dedicate energy and focus to the process of developing its full potential. The position will begin on a part-time basis, with up to 20 hours per week. Upon referral from an Admission Advisor, the individual will be responsible for the registration, orientation and monitoring of the educational experience of University Prep clients.
Organizational Structure:	This professional will work in a flat organizational structure consisting of one direct supervisor, a number of program peers and other management specialists.
Qualifications and Experience:	The ideal candidate will have a Bachelor or Masters Degree in Education or Educational Administration, Business Administration or related field, along with a minimum of 5 years of instructional or management experience. Knowledge of Curriculum development, instructional best practices and administrative experience will be beneficial in the hiring process.
Roles and Responsibilities:	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p> <p>All responsibilities listed below will be carried out under the general direction and supervision of the Chair, Department of Academic Upgrading and English as a Second Language. In consideration of this, the Program Coordinator will</p>

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge

- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate

- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Management Style

- 13.1 Effectively share the program/department purpose and direction.
- 13.2 Appropriately delegate responsibility to others, under the direction of the Program Chair.
- 13.3 Seek input and feedback prior to considering decisions that effect others.
- 13.4 Work with others to improve department and organization effectiveness.
- 13.5 Continually seek newer, faster, better and more effective ways to achieve results.
- 13.6 Continually work at improving quality of program/department and organization.
- 13.7 Be accurate and attend to detail.

14.0 Goal Setting and Teamwork

- 14.1 Provide input for establishing realistic, measurable, challenging and achievable annual department/program goals.
- 14.2 Provide input for establishing a variety of short term goals in order to achieve annual department/program goals.
- 14.3 Involve team members in setting annual department/program goals.
- 14.4 Ensure team members are clear about their responsibilities associated with achieving goals.
- 14.5 Assist to continually monitor progress in goal attainment and keep relevant others informed.
- 14.6 Identify hurdles to goal achievement and recommend corrective action.

- 14.7 Encourage team members to share ideas and concerns related to program/department goal achievement.
- 14.8 Be focused and committed to achieving goals and success.

15.0 General Management

- 15.1 Assist in hiring, by utilizing the staff selection documents and procedures.
- 15.2 Attend and/or conducts team meetings as required.
- 15.3 Continually monitor the performance of team members and help them become more effective.
- 15.4 Continually strive to maintain and improve morale of others.
- 15.5 Keep supervisor informed of serious matters.

16.0 Business Planning, Budgets, and Corporate Reporting

- 16.1 Assist in providing accurate and timely documents and reports.
- 16.2 Assist in effectively managing approved expenditures.
- 16.3 Assist in achieving or exceeding enrollment/revenue goals.
- 16.4 Assist in achieving or exceeding customer satisfaction goals.
- 16.5 Assist in achieving or falling below expense goals.
- 16.6 Contribute to effective marketing plans for the program/department.
- 16.7 Assist in developing an effective yearly planner for program or department.
- 16.8 Help train and develop highly effective team members.
- 16.9 Help maintain up to date program/department policies, procedures, forms and documents.
- 16.10 Help contribute to an effective program/department and college calendar.
- 16.11 Help contribute to the annual review of the customer satisfaction survey results.
- 16.12 Help prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

17.0 Program Delivery and Development

- 17.1 Work collaboratively with facilitators to continually assess the effectiveness of each course.
- 17.2 Help to continually improve the course delivery schedule.
- 17.3 Work collaboratively to ensure that the generic skills employers want have been effectively integrated into all courses and program materials.
- 17.4 Help to offer, where appropriate, an effective cooperative education course.
- 17.5 Assist in the provision of an effective job search techniques course.
- 17.6 Help to assess and where needed counsel facilitators after each course.
- 17.7 Work with team members to improve the effectiveness of the program or department.
- 17.8 Recommend changes to program/department to respond to the changing needs of employers, receiving institutions, and students.

18.0 Student/Customer Focus

- 18.1 Assist in the student selection procedures.
- 18.2 Help to maintain up-to-date student transcripts, records, reports and files.
- 18.3 Help to monitor individual student progress and ensure appropriate counsel is provided.
- 18.4 Help to continually monitor and improve the satisfaction level of students.

- 18.5 Help to ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 18.6 Help to maintain up-to-date class lists, final grades, graduation results, and follow-up employment results.
- 18.7 Attempt to constantly improve the success of program graduates.
- 18.8 Constantly seek advice from employers/receiving institutions on how to develop more recognized graduates.

19.0 Additional Specific Tasks

- 19.1 Contact person for University Preparation Program and selected pre-professional concentrations in Health Care, Business Management, Human Services and Criminal Justice; receive student referrals from admissions advisors in order to register students in the courses, add and delete of students to class lists as they are referred to the program; contact student two weeks prior to the start of a session in order to confirm their intension to start; maintain and distribute the delivery schedule of course offerings; provide instructors with class lists and approved syllabi prior to commencement of instruction; provide necessary information to the library to facilitate the distribution of textbooks and syllabi to students.
- 19.2 .Track student numbers in each course and complete a weekly update sheet circulated to Program Chairs and other interested stakeholders
- 19.3 Identify and work with at risk students to develop early intervention plans along with consulting the appropriate Department Chair respecting student progress; monitor client grades and performance; examine student portfolios, samples of work, final examinations and marks; develop with the student and faculty member an intervention plan to address any academic issues arising from the completion of a class.
- 19.4 Monitor and report on the classroom environment and support the development of standards of academic rigor consistent with Professional Program expectations by conducting weekly classroom visits; collect assignments, essays, examination materials deemed to be retained by the Department Chair; organize and complete the storage of such materials.
- 19.5 Contact new students prior to commencement of classes to ensure clients have the necessary information to come to class; provide students with course outlines and assigned texts while highlighting required pre-class readings and assignments; review with students necessary attendance and performance requirements; meet new students on arrival and welcome them to the program; develop and present a short group orientation prior to the first day of class.
- 19.6 Coordinates the assessment of students, provides assessment results to Chairs and student services for review and discussion; arrange re-testing of students who have completed their University Prep courses.
- 19.7 Prepare and maintain class lists for upcoming semesters and make recommendations on Instructional times, room numbers, and related matters; ensure students, faculty and other interested stakeholders possesses correct information respecting these matters.
- 19.8 Coordinate the ongoing review of University Prep curricula.
- 19.9 Ensure basic program policy and procedures are in place and being consistently followed; these would include start and finish times for courses, instructional activities consistent and following approved course syllabi, preparation and storage of lesson plans, and attendance policy and procedures.
- 19.10 Provide class lists to IT to facilitate student computer access; inform IT when computer accounts should be closed.

- 19.11 Meet on a bi-weekly basis with the Department Chair, Academic Upgrading & English as a Second Language; attend meetings of the University Prep Steering Committee and prepare reports as required.
- 19.12 Make recommendations on and participate in staffing decisions.
- 19.13 Maintain appropriate internal records
- 19.14 Coordinate reporting procedures, collect final marks, organize and administer Customer Satisfaction Surveys.
- 19.15 Assist students and facilitators in problem solving and mediating issues of concern; report to Program Chairs respecting these matters.
- 19.16 Prepare text orders, monitor loans and recommend purchases of materials
- 19.17 Additional duties may be assigned by the Program Manager or the University Prep Steering Committee on an as needed basis.
- 19.18 Monitor attendance on a daily basis; contact students to follow up on attendance issues. Troubles shoot and recommend courses of action to deal with issues impacting attendance.