AUBURN
Human Resources

Coord, Academic Support

Job Description

JOB INFORMATION

Job Code	AD77
Job Description Title	Coord, Academic Support
Pay Grade	AA07
Range Minimum	$41,200
33rd %	$48,070
Range Midpoint	$51,510
67th %	$54,940
Range Maximum	$61,810
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	6/1/2023

JOB FAMILY AND FUNCTION

Job Family:	Academic Services & Administration
Job Function:	Academic Programs

JOB SUMMARY

The Coordinator of Academic Support is responsible for the day-to-day operations of academic support program(s). Participates in office-wide culture focused on transparency, feedback, idea generation, theory-informed practice, and national standards and best practices.

RESPONSIBILITIES

- Coordinates the planning, design, development, evaluation and ongoing execution of academic support program(s). Utilizes appropriate technology to effectively coordinate academic support program(s).
- Plans, designs, develops, executes academic support initiatives; revisits program approaches informed in new information, benchmarking, and idea-sharing.
- Tracks, assesses, and evaluates the success of academic support program; engages in program assessment, gathers feedback, and proposes recommendations and ideas.
- Benchmarks and shares information about support programs; applies understandings to improve programs.
- Meets one-on-one with undergraduate and graduate students.
- Contributes to outreach efforts. Creates and facilitates trainings, workshops, and presentations informed by the needs students and campus partners. Incorporates literature, research, and best practices among learning centers and support programs to approaches and content.
- Informs the creation of marketing material for specialized events and student populations.
- Fosters positive working relationships within office and across campus.
- Maintains consistent and comprehensive records and files for academic support programs, including tracking and data analysis in compliance with laws including state, federal, and FERPA.
- Recruits, selects, hires, supervises, trains and provides personalized, growth-oriented supervision to graduate and undergraduate student employees.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No Specific Degree	and	0 years of	Experience coordinating academic programs or projects or student programs or projects centered on teaching and learning, academic programming, student success programming, college administration and services, or various learning centers.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of FERPA standards related to student data and file storage/security.	
Ability to manage multiple deadlines, projects, and/or programming steps at the same time.	
Ability to understand data reports and make informed decisions to benefit programming success.	
Ability to manage and report qualitative and quantitative data.	
Ability to work with diverse populations.	
Strong interpersonal skills with the ability to strengthen partnerships with a wide variety of staff, students, and campus stakeholders.	
Demonstrates excellent oral and written communication in daily interactions.	
Knowledge of various physical and virtual teaching technologies including gamification tools/resources and demonstrating use of other teaching, coaching, advising modalities.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting				X		10 lbs
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking				X		
Hearing				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Repetitive Motions				X		
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.