Fayetteville Technical Community College
ORGANIZATIONAL HANDBOOK

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Institutional Effectiveness

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Fayetteville Technical Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees, diplomas and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Fayetteville Technical Community College.
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Fayetteville Technical Community College is committed to providing quality education to the citizens of the greater Fayetteville area through the strength of its programs and the expertise and dedication of its personnel. The organizational structures and position descriptions contained in this manual have been established to ensure that the FTCC organizational plan and position responsibilities are clearly delineated and that all employees are treated in a fair and equitable manner.

As a public institution, Fayetteville Technical Community College offers excellent employee fringe benefits through its insurance and retirement programs and leave benefits. College facilities are modern and support services are excellent.

For over three decades, Fayetteville Technical Community College has upheld high educational standards and has contributed significantly to the growth of the area. We are proud of this tradition. Each employee, as a member of the FTCC organization, is expected to uphold these high standards by performing his/her job in a dedicated, professional manner and by personally reflecting a positive attitude.
IV-2 NONDISCRIMINATION STATEMENT

The Board of Trustees and the administration of Fayetteville Technical Community College are fully committed to the principles and practice of equal employment and educational opportunities. Accordingly, Fayetteville Technical Community College does not practice or condone discrimination, in any form, against students, employees, or applicants on the grounds of race, color, national origin, religion, sex, age, handicap, or political affiliation. Fayetteville Technical Community College commits itself to positive action to secure equal opportunity.

Fayetteville Technical Community College supports and adheres to the protection available to members of its community under all applicable Federal Laws including Titles VI and VII of the Civil Rights Act of 1964 and 1991, Title IX of the Education Amendments of 1972, Sections 799A and 845 of the Public Health Service Act, and Equal Pay and Age Discriminations Acts, the Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990, and Executive Order 11375.

For information concerning these provisions, contact:

Mr. Carl Mitchell
Vice President for Human Resources and Institutional Effectiveness/Affirmative Action Officer
Fayetteville Technical Community College
P.O. Box 35236
Fayetteville, NC 28303
IV-3 President

PRESIDENT
**IV-3.1 President**

**IV-3.1.1 General Summary Statement**

The President is the chief executive officer of the College and is responsible directly to the Board of Trustees.

**IV-3.1.2 Specific Responsibilities**

Receives direct supervision from the Board of Trustees

Exercises direct supervision of the Executive Council and indirectly supervises all of the College’s employees.

**IV-3.1.3 Essential Duties** - Duties may include, but are not limited to, the following:

Convey excellence and student success while motivating and supporting others in their efforts to provide high quality and accessible programs and services to students.

Exemplify high administrative integrity, setting high standards for him/her, accepts full accountability, and demonstrates ethical, fair, honest leadership and exemplary personal qualities.

Demonstrate strong communication and interpersonal skills with an ability to instill in others a passion for the mission and a commitment to the core values, traditions and past successes of the College.

Demonstrate sensitivity to and an appreciation of ethnic and cultural diversity with a record of building consensus and reaching out to various and diverse stakeholders.

Understand and maintain the proper relationships between the Board of Trustees and the President. Provide oversight of financial resource management and direct equitable and effective allocation of resources.

Expand the resource base of the College by obtaining additional funding through the Foundation and other alternative means.

Demonstrate innovative and creative leadership.
Expand the use of technology and other innovative tools as they relate to institutional effectiveness, teaching, learning, student success, and economic and workforce development.

Willing to make tough decisions with a proven commitment to using the talents and skills of faculty, staff, and other stakeholders in collaborative decision-making processes.

Is a visible leader who is approachable and accessible to constituents within the College and the greater communities.

Works effectively with students, faculty, staff, and administration.

Maintain a balanced support for quality programs and services across the College in all programs and all areas.

Champion the College's role in economic development and workforce preparation.

Serve as an articulate spokesperson for the College locally, statewide, nationally and internationally.

Is politically astute with proven advocacy skills and a solid understanding of local, state and national legislative processes.

Builds partnerships with business/industry, educational, military and other community agencies.

\textbf{IV-3.1.4 Qualifications}

Degree - A Doctorate from an accredited institution.

Experience - A minimum of five years senior level administrative experience or the equivalent.
VICE PRESIDENTS
IV-4.1  Senior Vice President for Academic and Student Services

IV-4.1.1  Definition

To plan, oversee, organize and direct the activities of all instructional (vocational, technical, general education, and extension) programs and support functions including Curriculum Programs, Continuing Education, Military Programs, Student Services, Library Services, and Success Center to ensure that assigned functions fulfill applicable Federal, State, and College academic goals and objectives; to select, supervise, train, evaluate academic, extension and student services personnel and assigned staff; and to provide highly complex and responsible staff assistance to the College President and Board of Trustees.

IV-4.1.2  Supervision Received and Exercised

Receives general administrative direction from the College President.

Exercises direct supervision over professional, technical and clerical staff.

IV-4.1.3  Essential Duties-  Duties may include, but are not limited to, the following:

- Develop, plan, implement and administer academic and administrative goals and objectives as well as policies and procedures necessary to provide assigned services and functions to College departments, programs, and services; approve new or modified systems, policies and procedures.

- Oversee the activities and operations of all curriculum related programs; ensure that operations meet the goals and objectives of the College and the needs of the student population.

- Oversee the College’s accreditation and licensure processes for required programs and Southern Association of Colleges and Schools (SACSCOC).

- Participate as a member of the College management team; prepare work programs, budget requests, and periodic reports; research and prepare detailed reports on a variety of College management topics.

- Coordinate the administration and application of technology delivery systems to integrate into the educational and administrative programs.
Participate in the review and approval of specifications for new buildings, renovations, and leased property and temporary facilities for assigned College programs and activities.

Direct the curriculum, extension, and student services review process; review and approve new programs and services, changes in existing programs and services, and related resource allocations.

Select, train, motivate, and evaluate academic, extension, and student services personnel and staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Serve as liaison to Fayetteville area secondary schools and institutions of higher learning regarding facilities, academic programs, cooperative projects, and other matters of mutual concern.

Supervise the enrollment reporting and accountability functions; evaluate productivity reports and prepare recommendations as needed.

Direct and oversee the strategic planning function within Curriculum Programs, Continuing Education, and Student Services; ensure conformity of programs and activities with long-range priorities, goals, and objectives of the College.

Maintain awareness in current developments in management, higher education, and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-4.1.4 Qualifications

IV-4.1.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic and administrative programs, policies and operational needs.
Techniques of budget development and administration.

Principles of supervision including employee training and performance evaluation.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Methods and techniques of faculty and student recruitment and counseling.

**IV-4.1.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Select, supervise and evaluate academic and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively direct the provision of academic instruction for the College.

Prepare and analyze administrative and statistical reports, statements and correspondence.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.
Communicate clearly and concisely, both orally and in writing.

**IV-4.1.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsible academic program administration and teaching experience.

**Training:**

A Master’s degree in education or a related field from an accredited college or university, or equivalent.
IV-4.2 Senior Vice President for Business and Finance

IV-4.2.1 Definition

To plan, direct and review the financial and accounting activities and operations of the College including fiscal control and planning, budget accounting, purchasing, auxiliary services, property control services, insurance, and health and occupational safety programs; to coordinate assigned activities with other College departments and divisions; and to provide highly responsible and complex administrative support to the President and Board of Trustees.

IV-4.2.2 Supervision Received and Exercised

Receives general administrative direction from the College President.

Exercises direct and indirect supervision over professional, technical and clerical staff.

Essential Duties- Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to finance; develop and implement new or modified programs, policies and procedures.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Direct, oversee, review and participate in the accounting activities of the College including general cash management accounting, accounts receivable, general receipts, payroll, employee benefits, accounts payable, purchasing, and budgeting.

Direct, oversee and review the activities of food service operations.

Direct, oversee, and review the activities of equipment control and inventory department.

Direct, oversee, and review the activities of bookstore operations.

Oversee and review occupational safety and health programs.
Participate in the review of property and liability insurance matters.

Recommend changes in College policies pertaining to insurance levels and insurance coverage.

Review, evaluate, and recommend improvements to the College's accounting and financial internal control systems and procedures; coordinate annual audit activities; prepare annual audit reports.

Develop and implement long-range and operational financial plans to support the planned development of the College.

Forecast additional funding needs for staffing, equipment and other cost.

Monitor expenditures compared to budget.

Coordinate and supervise the development of the annual budget; ensure fiscal integrity of the College.

Coordinate assigned activities with those of other departments, divisions, faculty and administrative staff.

Provide staff assistance to the President; prepare and present staff reports and other necessary correspondence.

Prepare and present accounting and financial reports.

Participate in various meetings; provide financial information to College managers and outside agencies.

Direct the preparation of financial reports as required by law; prepare various financial reports and analyses as requested by higher level management.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Supervise, train, motivate and evaluate assigned professional and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Oversee and coordinate the administrative operations within Business and Finance; monitor and evaluate workload; develop and implement policies and procedures.

Perform related duties as assigned.
IV-4.2.3 Qualifications

IV-4.2.3.1 Knowledge of:

Principles and methods of financial administration, particularly in the areas of accounting, budgeting, payroll and cash management.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Knowledge of current office technologies intended to improve efficiencies and effectiveness of Business and Finance.

Laws regulating the financial administration of a community college.

Generally accepted accounting principles.

Principles of supervision including employee training and performance evaluation.

IV-4.2.3.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare complex accounting reports and analyses.

Operate standard office equipment including a PC.

Interpret and apply College policies, procedures, rules and regulations.

Maintain effective work relationships with outside organizations and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate professional, technical and clerical staff.

Gain cooperation through discussion and persuasion.

IV-4.2.3.3 Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of progressively responsible experience in accounting and financial work including at least three years in an administrative and supervisory capacity.

**Training:**

A Master’s degree from an accredited college or university in accounting, business administration, finance administration or a closely related field; or equivalent. CPA preferred.
IV-4.3 Vice President for Administrative Services

IV-4.3.1 Definition

To plan, direct, and review the activities and operations of administrative services including, plant maintenance and operations, print shop operations, safety and security, and short- and long-range facility planning; to coordinate assigned activities with other College operations and outside agencies; and to provide highly responsible and complex administrative support to the College President and Board of Trustees.

IV-4.3.2 Supervision Received and Exercised

Receives general administrative direction from the College President.

Exercises direct and indirect supervision over professional, technical, maintenance and clerical staff.

IV-4.3.3 Essential Duties

Duties may include, but are not limited to, the following:

Develop, plan, and implement departmental goals and objectives; recommend and administer policies and procedures.

Coordinate assigned activities with those of other departments, divisions, and outside organizations and agencies; provide staff assistance to the College President and other senior level administrators related to assigned areas of responsibility; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the work plan for plant operations; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods, and procedures.

Supervise and participate in the development and administration of the Plant Operations budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement midyear adjustments as necessary.

Select, train, motivate, and evaluate personnel; provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures.
Confer with and provide staff assistance and advice to higher level College staff regarding plant operations and services; develop, prepare and present recommendations and reports as requested.

Plan and schedule preventative maintenance; evaluate cost effectiveness of maintenance program; prepare recommendations for improvement.

Assume responsibility for short- and long-range facility planning activities to ensure College needs and objectives are met.

Coordinate facility new construction and renovations.

Coordinate the College Emergency Action Plan and procedures.

Supervise the negotiation and administration of contracts with outside vendors and contractors; review completed projects for contract compliance and take appropriate action to resolve differences.

Direct, oversee, and review the activities of the Print Shop operations.

Direct, oversee, and review the activities of the campus Safety and Security operations.

Participate in and direct a wide variety of special projects and activities as assigned by the President; coordinate staff activities and tasks necessary to complete project assignments.

Serve on a variety of committees and task forces; research and develop recommendations related to assigned activities.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

/*-4.3.4 Qualifications

IV-4.3.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration, and management.
Principles, practices, methods and techniques of physical plant operations, maintenance, repair and construction.

Building and safety codes and sanitary and health regulations.

Applicable laws, statutes and administrative regulations affecting College operations, activities, programs, policies and procedures.

Principles of training and performance evaluation.

Budgeting procedures and techniques.

Principles and practices of supervision and personnel management.

**IV-4.3.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Develop, install and maintain through subordinate staff sound accounting and financial reporting systems and procedures.

Prepare complex financial reports and analyses.

Effectively develop, implement and evaluate programs and strategies designed to create and maintain a safe, functional, secure and orderly facility which can be operated in an efficient and economical manner.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to plant operations and maintenance including short- and long-term facility needs.

Prepare and administer a budget.

Interpret and apply College policies, procedures, rules, and regulations.

Research, analyze and interpret legal issues, legislation and regulatory decisions related to College operations.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.
Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-4.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of general facility operations and maintenance experience with at least three years of administrative and supervisory experience.

**Training:**

A Master's degree from an accredited college or university in business administration, public administration, educational administration, or a related field; or equivalent.
**IV-4.4 Vice President for Human Resources & Institutional Effectiveness**

**IV-4.4.1 Definition**

To plan, organize and direct the College's Human Resources and Institutional Effectiveness (IE) programs:

- To perform complex professional Human Resources and Institutional Effectiveness activities in support of the employees of the College.

- Serve as the College’s Title IX Administrator and Coordinator.

- Collaborate with the NCWorks Career Center Director and Chairperson of the Workforce Development Board for funding awards to support class-size training accounts and individual training accounts in support of College initiatives.

- Manage employee classification, compensation, affirmative action, recruitment and selection processes.

- Provide leadership, management and coordination annual updates of the Strategic Plan, Annual Planning Cycle, Fact Book, Policy and Procedures Publications, and internal academic program and support services assessments.

- Provide oversight related to creation, release, tabulation and analysis of College-wide surveys and evaluations for internal control purposes.

- And to provide responsible staff assistance to the College President relative to assigned areas of responsibility.

**IV-4.4.2 Supervision Received and Exercised**

Receives general administrative direction from the College President.

Exercises direct supervision over assigned managers, technical professional, and/or clerical staff.
IV-4.4.3 Essential Duties- Duties may include, but are not limited to, the following:

Plan, direct, coordinate, monitor, and participate in the College’s human resources activities including the areas of classification, compensation, affirmative action, recruitment and selection, professional development and human resources records maintenance.

Serve as the College’s Title IX Administrator and Coordinator assuring compliance with Title IX mandates:

- Prevention and remediation of sexual harassment, sexual assault and violence, stalking, intimate partner and relationship violence, gender discrimination, bullying, cyber-bullying and provide oversight and coordination of prompt and equitable grievance procedures.
- Design and provide Title IX compliance training for employees, students, investigators and appeal officers of the College.
- Conduct investigations in a manner to comply with Title IX, Clery Act, Violence against Women Act and the Office of Civil Rights and assure compliance with final remedies and sanctions.
- Assure prevention and awareness programs for incoming students and employees that information on risk reduction to recognize warning signs of abusive behavior and how to avoid potential attacks.
- Assure any situations of possible retaliation against those exercising their rights under Title IX, Clery Act, Violence Against Women Act and Office of Civil Rights guidelines are addressed and remedied quickly to reduce victim reluctance in reporting violations.
- Maintain a College website that addresses College obligations related to laws associated with Title IX and sexual assault prevention on College campuses.

Provide support, policy clarifications and appropriate recommendations/support to academic and support-services supervisors in areas of human resource management, institutional effectiveness, and annual programmatic and service-support assessments.

Develop, implement, and administer strategic, tactical, and operational level planning efforts; monitor and evaluate institutional effectiveness and assessment activities.
Recommend goals and objectives; assist in the development of and implementation of policies and procedures.

Direct, oversee and participate in the development of Human Resources and Institutional Effectiveness Office work including the planning, organizing, and control of assigned work activities, project management, and program monitoring; adjust work flows and processes for increased efficiency and effectiveness; review and evaluate work products, methods and procedures, and implement continuous quality improvements.

Research, compile, edit, and publish documents, research reports, and resource materials relevant to planning, academic program review, human resources, and quality improvement activities at the College.

Assist the College's Southern Association of Colleges and Schools (SACSCOC) liaison with preparation of various reports, projects, and research.

Coordinate the College’s response to incoming surveys from outside agencies, including institution compliance reports related to IPEDS, NCHED, SACSCOC, and other local, state, and federal agencies. Provide supervisory oversight of the College’s IPEDS liaison.

Supervise and approve the design, release, and analysis of surveys and evaluations necessary to support College planning, evaluation/assessment, and other reporting requirements.

Develop/conduct training classes necessary to support the Human Resources, and Institutional Effectiveness functions of the College.

Monitor performance measures reported in the annual NC Community College’s Critical Success Factors Report. Identify trends related to College performance and coordinate with appropriate administrators, faculty, and staff to improve College-wide performance trends.

Supervise the development and maintenance of web pages related to Human Resources and the Institutional Effectiveness offices.

Develop, monitor and provide oversight of budgets supporting Human Resources, Institutional Effectiveness, SACSCOC, and.

Create, modify, and maintain the performance dashboard information related to performance in the areas of human resources and institutional effectiveness, assessments and the College’s performance indicators. Continually enhance the appearance and ease of use of web pages to assist internal and external users of the information.
Oversee and supervise the proper internal operations of the areas of responsibility; ensure maintenance of all records and files in accordance with federal, state and local regulations.

Ensure confidentiality and security of information; develop filing and automated information storage systems including an effective and efficient College-wide document control system.

Supervise the processing of employee transactions related to new hires, promotions, transfers and terminations.

Plan and coordinate recruitment programs; determine labor market conditions and changes, and monitor/improve the length of time required to recruit and place new employees; monitor and refine internal processes to reduce the time requirements for the preparation of job bulletins and recruitment information; proper placement of advertising in appropriate media, and review/evaluation of applications.

Conduct salary surveys, analyze data, and recommend market adjustments and alterations to internal salary relationships.

Conduct fringe benefit surveys; analyze data; recommend market adjustments and alterations to internal salary relationships and to the quantity and quality of College benefits packages.

Conduct position classification analyses; perform job audits and analyses of individual positions, classes, and series of classes; prepare and revise class specifications.

Answer requests for information from employees, management, outside agencies, and the public; interpret and explain policies, procedures and provisions to employees, students, and the general public.

Identify new technologies that would enhance Human Resources and Institutional Effectiveness operations, if purchased. Develop cost-benefit analyses related to current operational costs versus anticipated operational costs should new technologies be acquired. Continuously enhance the automation of the College’s Human Resources, and Institutional Effectiveness systems; anticipate future technological applications in development but not yet released for acquisition.

Select, supervise, train and evaluate Human Resources and Institutional Effectiveness employees.
Participate in complex, special projects as assigned, including writing and submitting proposals to present at national, state, and local conferences and meetings related best practices activities and new initiatives at the College.

Frequently required to sit, use hands, and fingers to operate office type machinery, including but not limited to computer keyboards, copier equipment, scanners, and other general office type equipment. Occasionally required to stand, walk, and lift up to fifty-five pounds. Employee regularly works near moving mechanical parts (copiers, printers, driving college vehicles, etc.) and occasionally could be exposed to fumes, chemical links, moderate levels of noise, and airborne particles.

Hear audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustments to differentiate light/color intensity and evaluate perceivable changes in the environment.

Perform other related duties as assigned.

**IV-4.4.4 Qualifications**

**IV-4.4.4.1 Knowledge of:**

Fundamental principles and practices of human resources administration and college-wide planning, research, analysis, and accreditation standards.

Priorities, institutional goals, mission and purpose of the College.

Principles, methods and procedures utilized in recruitment and selection, classification, salary and benefits administration and strategic, tactical, and operational planning.

Maintain working knowledge of the requirements of the Workforce Innovation and Opportunity Act to coordinate with the Workforce Development Board for individual training accounts and class-size training allocations in support of College initiatives.

Sources, uses, and types of planning data applicable to higher education institutions, including institutional assessment models and processes.

Applicable federal, state, and local laws and regulations.
Data processing systems related to human resources and institutional effectiveness administration.

Statistical concepts and methods.

Modern office methods, procedures and practices.

Membership in national, state and local organization in support of the human resources and institutional effectiveness profession (i.e. Society of Human Resource Managers, Community College Researcher Professional Organization, College and University Personnel Associations, American Society for Training and Development, etc).

Principles of supervision, training and performance appraisal.

IV-4.4.4.2 Ability to:

Read, interpret and apply complex rules, regulations, policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Perform complex professional-level human resources, and institutional effectiveness, and College-wide assessment activities to support College operations.

Use Microsoft Office Suite, including Visio.

Create and publish professional level workflow process chart.

Manage large functional operating budgets.

Gain cooperation through discussion and persuasion.

Train, supervise and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Collect, compile, and analyze information and data.

Establish and maintain confidentiality in assigned activities.
IV-4.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in human resource management, or institutional effectiveness and/or College-wide assessment activities for academic programs, and service-support activities, or educational administration including three years of supervisory experience.

Training:

A Master’s degree from an accredited college or university in educational administration, human resources management, management, institutional research and/or planning, or a closely related field; or equivalent.
**IV-4.5 Vice President for Legal Services and Risk Management**

**IV-4.5.1 Definition**

To oversee, organize and direct the legal and risk management affairs of the College to include laws governing community colleges, employment, affirmative action, insurance, real estate issues, internal auditing of fiscal, inventory and enrollment systems, insurance, and health and occupational safety programs; to ensure that assigned functions fulfill College goals and objectives; to supervise assigned staff; and to provide highly complex and responsible legal assistance to the College President and Board of Trustees.

**IV-4.5.2 Supervision Received and Exercised**

Receives general direction from the College President and Board of Trustees.

Exercises direct and indirect supervision over assigned technical and clerical staff to include the OSHA Services Coordinator.

**IV-4.5.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Provide the necessary comprehensive legal service to the College President and the Board of Trustees.
- Provide staff assistance to the College President and the Board of Trustees; prepare and present staff reports and other necessary correspondence.
- Participate in regular scheduled and special Board of Trustee meetings.
- Review, evaluate and recommend changes to Board by-laws.
- Oversee the policies and procedures pertaining to insurance bids and insurance coverage.
- Review, evaluate and recommend changes in College policies.
- Review, evaluate and recommend changes in routine contracts.
- Review and evaluate real estate contracts and appraisals.
- Review and evaluate lease agreements.
Review and evaluate risk management and human resources issues.


Develop, plan, implement and administer administrative goals and objectives as well as policies and procedures necessary to provide comprehensive risk management services to College departments and programs; approve new or modified systems, policies and procedures.

Direct and coordinate risk management service programs including internal auditing, insurance, liability and occupational safety and health programs.

Oversee the activities and operations of assigned responsibilities; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Identify, evaluate, control and minimize College losses of or damages to physical assets and losses arising out of liability claims.

Establish programs to reduce losses.

Recommend changes in College policies pertaining to insurance levels and insurance coverage.

Coordinate, direct, oversee and evaluate College safety programs; prepare related reports and documentation.

Participate as a member of the College management team; prepare work programs, budget requests and monthly reports; research and prepare detailed reports on a variety of College management topics.

Coordinate assigned programs and activities with those of other College departments and programs as well as outside agencies and organizations.

Select, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Serve on a variety of committees and task forces; research and develop recommendations related to the administrative affairs of the College.
Perform related duties as assigned.

IV-4.5.4 Qualifications

IV-4.5.4.1 Knowledge of:

Organizational and legal practices as applied to the analysis and evaluation of programs, policies and procedures.

Principles, practices, methods, and procedures of the legal profession as it relates to areas such as human resources, internal auditing, accounting, and public finance.

Requirements of contracts and various legal documents.

Laws governing the College as well as laws regulating human resources and the financial administration of community colleges.

Techniques of practicing law and related programs.

Evaluate and interpret college policies, regulations, rules and procedures as well as federal, state, and local industrial safety laws and procedures.

Prepare complex reports and analysis.

IV-4.5.4.2 Ability to:

Maintain effective work relationships with State and Local officials.

Maintain effective work relationships with College Trustees, staff, and faculty.

Analyze problems, identify alternate solutions, project consequences of proposed actions and implement recommendations in support of goals.

Provide professional advice, staff support, and technical assistance to the President, Executive Council, and Board of Trustees.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administrative affairs.
Interpret and apply College policies, procedures, rules and regulations.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Develop and implement a comprehensive internal audit program involving financial, accounting, enrollment and inventory activities of the College.

Analyze, evaluate and modify safety methods and procedures.

Develop, interpret and apply College policies, procedures, rules and regulations.

Develop, install and maintain sound and effective internal control and accountability systems.

Prepare complex reports and analyses.

Select, supervise, train and evaluate assigned personnel.

Communicate clearly and concisely, both orally and in writing.

IV-4.5.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible professional legal experience, preferably associated with an educational institution.

Training:

Juris Doctorate degree from an accredited college or university.
**IV-4.6  Vice President for Technology**

**IV-4.6.1 Definition**

Provides leadership, integrative management, and direction for the College's shared learning information systems and distance learning, to include institution-wide strategic planning, budgeting for Learning Technologies (LT), and coordination and integration of all college LT matters. Recommends LT policy at the highest level. Serves as the College's Chief Technology Officer (CTO) on issues related to administrative, student support, management information systems, and academic learning systems. Serves as a member of the President's executive council.

**IV-4.6.2 Supervision Received and Exercised**

Receives administrative direction from the President.

Exercises direct and indirect supervision over supervisory, technical and clerical staff.

**IV-4.6.3 Essential Duties**

Duties may include, but are not limited to, the following:

Provides institution-wide leadership and direction in the management and operation of shared management information systems and learning technologies services across the College.

Leads and coordinates the development and implementation of integrated, strategic LT plans and policies for the College.

Leads, guides, and oversees the institutional learning technologies budgeting process, and provides leadership in cost and productivity analysis.

Integrates and coordinates the development of and implementation LT programs across the College, to achieve maximum institution-wide efficiencies and synergies; coordinates the identification and prioritization of required LT initiatives among the College's various operating components.

Provides direction and leadership in the review of present LT systems and methods, and in the formulation of new and revised systems.
Maintains professional contacts with other colleges, external entities, equipment manufacturers, and professional organizations concerning existing and developing information technologies.

Leads the planning and development of college-wide strategies for generating resources and/or revenues for learning technologies.

Leads and guides the design, establishment, and maintenance of the organizational structure and staffing required to effectively accomplish the College's goals and objectives in learning technologies.

Provides guidance and counsel to the President's executive council in the examination and definition of objectives for existing and/or proposed learning information systems and the design of improved systems.

Maintains knowledge and understanding of current and developing learning information systems technology, equipment, and systems.

Performs other job-related duties as assigned.

**IV-4.6.4 Qualifications**

**IV-4.6.4.1 Knowledge of:**

Knowledge and understanding of the current and developing strategic information requirements of a community college.

Knowledge and understanding of the academic and administrative functions of a community college.

Knowledge of current trends and developments in information technology.

Advanced working understanding of the information technology environment of a community college.

Knowledge of financial/business analysis techniques.

**IV-4.6.4.2 Ability to:**

Strategic planning and advanced leadership skills.

Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
Skill in budget preparation and fiscal management.

Organizational planning and development skills.

Skill in organizing resources and establishing priorities.

Ability to identify and secure alternative funding/revenue sources.

Ability to direct multi-department technical and administrative staff.

Ability to foster a cooperative work environment.

Ability to provide strategic guidance and counsel to college personnel in the assessment and development of existing and/or proposed systems.

Ability to develop requests for and evaluate proposals in reference to leading-edge information services technology.

Ability to communicate effectively, both orally and in writing.

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Ability to gain cooperation through discussion and persuasion.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Ability to communicate through the College's systems.

**IV-4.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly management responsible and experience in information, technology, or business management in an academic setting.

**Training:**
A Masters degree in Information System, Business Administration or a related field.
SENIOR ADMINISTRATIVE SUPPORT
IV-5.1 Assistant to the President

IV-5.1.1 Definition
To assist in special projects and activities on behalf of the President; to provide responsible and highly complex administrative support to the President; and to coordinate assigned activities with other College units and departments.

IV-5.1.2 Supervision Received and Exercised
Receives administrative direction from the College President.

IV-5.1.3 Essential Duties
Duties may include, but are not limited to, the following:

Provide general administrative support to the President; coordinate assigned activities; draft and edit memoranda, letters, and related correspondence as directed by the President; respond to informational requests, surveys, and other inquiries from external agencies and individuals.

Develop, coordinate and participate in a variety of special research and administrative projects as assigned by the President; coordinate staff activities and tasks necessary to complete project assignments; compile and analyze data and prepare related recommendations and reports for the President to promote workforce preparedness.

Recommend and assist in the implementation of grant objectives related to a NCCCS Prior Learning Assessment grant; establish schedules and methods necessary for full completion of grant requirements.

Monitor internal and external problems that have become protracted; seek to promote resolution and goodwill for the President while reinforcing reasonable adherence to College policy.

Assist the President in resolving special problems that develop when a need does not clearly fall under any one's area of responsibility.

Draft proposals for a variety of projects; research and prepare supporting documentation.

Assist in the preparation of College materials for the President; speak for the President when needed at College, community and outside organization functions including meetings associated with implementation of the Prior Learning Assessment Grant.
Confer with and provide advice to the President on grant-related requirements, timelines; develop, prepare, and present recommendations and reports as requested.

Coordinate assigned activities with those of other instructional units, departments, including outside agencies and organizations.

Perform related duties as assigned.

**IV-5.1.4 Qualifications**

**IV-5.1.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of grant programs and other special projects, including the update of associated policies and operational needs.

State and Federal report formats and content requirements.

Subject matter expertise within grant implementation requirements and reporting of implementation.

Applicable policies and procedures related to grant administration.

Principles of budget development and administration.

Technical and statistical research and report preparation.

**IV-5.1.4.2 Ability to:**

Analyze problems, identify alternate solutions, project consequences of proposed actions and implement recommendations in support of goals.

Provide professional advice, staff support, and technical assistance to grant participants and the President, Executive Council, and Board of Trustees.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to administrative and fiscal management.

Interpret and apply policies, procedures, rules and regulations.
Maintain effective work relationships with members of the community, the student population, and internal and external College’s academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-5.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsible experience in the development and administration of programs in a college or university setting, including successful implementation of grants and action-implementation reports and records necessary to close the grant process.

**Training:**

A Master’s degree in education or a related field from an accredited college or university, or equivalent.
IV-5.2 Associate Vice President for Academic Support

IV-5.2.1 Definition

To plan, organize and direct the instructional support activities of the college to include both the curriculum department of the Academic and Student Services divisions and the Adult and Basic Education of the Corporate and Continuing Education Division, wherever, or however offered; and to provide highly responsible staff assistance to the Senior Vice President for Academic and Student Services.

IV-5.2.2 Supervision Received and Exercised

Receives administrative direction from the Senior Vice President for Academic and Student Services.

Exercises direct and indirect supervision over the Spring Lake Campus Staff, the Student Learning Center, Library, Work Based Learning and University Outreach.

IV-5.2.3 Essential Duties - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic support activities, administrative goals, objectives and procedures necessary to provide academic support to College students, faculty and staff; assist the Deans and the Senior Vice President for Academics and Student Services in the development or modification of programs, systems, and procedures.

Assist the Senior Vice President for Academics and Student Services and the curriculum department in the Strategic Planning process. Ensure proper correlation between plans and requests, to include decision packages for each item.

Monitor, oversee and coordinate the development and maintenance of academic training and professional development related to all courses and programs; ensure that such training and professional development comply with College policies, procedures, goals and objectives.

Ensure that programs comply with state, regional or national standards as applicable.
Develop, oversee and coordinate collaborative and service area agreements as necessary to provide programs and services needed by students and employees.

In collaboration with the Senior Vice President for Academics and Student Services and the Deans, participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies.

Assist the Senior Vice President for Academics and Student Services in the review and approval of specifications for renovations and new buildings for assigned programs and activities.

Coordinate assigned activities with those of other instructional units, departments and outside agencies and organizations.

Assist the Deans in the Self-Study process for each curriculum program seeking approval, reapproval, accreditation or reaccreditation.

Confer with and provide staff assistance and advice to the Senior Vice President for Academic and Student Services; develop, prepare and present recommendations and reports as requested.

Implement and monitor the Annual Program Review (APR) process. Ensure that appropriate documentation is contained in each to support findings and recommendations. Monitor responses to recommendations and correlate APRs with the Strategic Planning Process.

Supervise, train, motivate and evaluate assigned academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise both faculty and students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; settle student grievances.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Participate in the marketing of the College to the community; make presentations to the community, schools, and corporate contacts as appropriate.

Represent the College at community and outside organization functions.

Perform related duties as assigned.
IV-5.2.4 Qualifications

IV-5.2.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level and Adult Basic Education academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles of budget development and administration.

IV-5.2.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.
IV-5.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in the community college or university setting. Must have held the rank of Dean at either the academic or administrative level.

Training:

A terminal degree in education or a related field from an accredited college or university; or equivalent.
**IV-5.3 Associate Vice President for Business and Finance**

**IV-5.3.1 Definition**

To handle a wide variety of professional accounting work to include financial reporting, budgets, grants, statistical analysis, receipts, expenses, payroll and benefit; to coordinate external audits relating to financial records; to coordinate assigned activities with other College departments; and to maintain sound internal controls and accounting procedures. The Associate Vice President for Business and Finance has considerable latitude for independent judgment within the framework of departmental policies and procedures. The Associate Vice President for Business and Finance provides highly responsible and complex administrative support to the Senior Vice President for Business and Finance and acts in place of the Vice President of Business and Finance in that person’s absence.

**IV-5.3.2 Supervision Received and Exercised**

Receives general direction from the Senior Vice President for Business and Finance.

Exercises supervision over professional, technical and clerical staff.

**IV-5.3.3 Essential Duties**—Duties may include, but are not limited to, the following:

Perform a variety of professional and technical accounting duties in the preparation, maintenance, and review of financial records and reports.

Oversee preparation of annual financial reports, statements, notes, and analyses as required by the Office of the State Auditor and the Office of the State Controller; review and approve all transactions related to the financial reporting process, including final reports, statements, notes, and analysis.

Coordinate external audits and serve as the College liaison.

Oversee preparation of miscellaneous financial reports such as Fact Book, President’s Report, Peterson’s Annual Survey, and IPEDS for the Office of Business and Finance.

Provide support in the annual budget process; compile, update and organize new and updated information and data for inclusion in the annual budget; prepare
regular and special budget reports to interpret directives and/or establish policies for carrying out directives; ensure the production of a finished budget document.

Coordinate the budget preparation process; coordinate meetings with departmental personnel as needed to facilitate budget preparation; maintain all forms and documents related to budget process for compliance with directives from the State Board of Community Colleges.

Post budget charges through the Datatel “export” function.

Review and approve budget revisions and transfers.

Identify, review, and present recommendations to College management regarding alternative funding and service level recommendations.

Monitor/analyze budget.

Establish budget codes for departments.

Oversee accounting for Customized Training funds.

Oversee processing of annual longevity funds applications; post transactions to budget.

Oversee and participate in annual assessment of internal controls using the Office of State Controller’s EAGLE program; coordinate and participate in other internal audit processes as needed for the Office of Business and Finance, and Bookstore, etc.; maintain and initiate sounds internal controls and accounting procedures.

Run the annual Datatel fiscal year-end closeout process and verify the opening balances in the new fiscal year; ensure the reconciliation of all negative encumbrances and that all purchase orders are closed.

Research and analyze specific problems related to financial records.

Maintain the College’s indirect cost rate.

Maintain the College’s chart of accounts in Datatel.

Maintain Datatel access rights and security classes for the Office of Business and Finance; complete semi-annual review of access rights for MIS.

Maintain Core Banking access rights for the Office of Business and Finance.

Oversee maintenance of job descriptions for the Office of Business and Finance to ensure updated as appropriate.
Serve as DDI trainer for the College.

Supervise, train, motivate, review, and audit the work of designated accounting staff in assigned areas of responsibility; establish work procedures and processes; recommend improvements as appropriate; evaluate assigned staff and prepare employee performance reviews.

Advise and inform other divisions and departments on accounting policies and procedures; answer questions concerning assigned accounting activities; and participate in various meetings.

Maintain, reconcile, and balance assigned accounts and funds to the general ledger.

Provide financial information to external agencies.

Provide staff assistance and coordinate training and cross training for designated accounting staff.

Provide high level support to the Senior Vice President for Business and Finance related to areas of assigned responsibility.

Perform related duties as assigned, serve on selected committees, and participate in planning activities.

**IV-5.3.4 Qualifications**

**IV-5.3.4.1 Knowledge of:**

- Generally accepted accounting and auditing principles and procedures.
- Applicable federal, State, and local policies, procedures, rules and regulations.
- Modern office methods, practices, and procedures.
- Operational characteristics of a personal computer with remote access and related peripheral equipment.
- Microsoft Excel and Word.
- Automated fiscal systems and applications.
IV-5.3.4.2 Ability to:

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete, and concise reports.

Communicate clearly and concisely, both orally and in writing.

Apply and administer the College’s accounting policies and procedures.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

IV-5.3.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience performing professional accounting work, preferably in a community college setting.

Training:

Completion of a Master's degree from an accredited college or university with major course work in accounting, finance, business administration, or completion of a Bachelor’s degree from an accredited college or university with major course work in accounting, finance, business administration, or a related field with CPA licensure.
IV-5.4 Associate Vice President for Corporate and Continuing Education

IV-5.4.1 Definition

To plan, organize and direct the adult continuing education department within the Academic and Student Services division including all academic, avocational, occupational, college and career readiness skills, and related non-credit programs and services of the College, both on and off campus; to ensure that assigned functions fulfill Federal, State and College instructional goals and objectives; to supervise assigned staff; and to provide highly complex and responsible staff assistance to the Senior Vice President for Academic and Student Services.

IV-5.4.2 Supervision Received and Exercised

Receives administrative direction from the Senior Vice President for Academic and Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

IV-5.4.3 Essential Duties: Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic and administrative goals and objectives as well as policies and procedures necessary to provide assigned services and functions to College continuing education departments and programs; approve new or modified systems, policies and procedures.

Oversee the activities and operations of assigned functions; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Confer with and provide staff assistance and advice to the Senior Vice President for Academic and Student Services; develop, prepare and present recommendations and reports as requested.

Coordinate continuing education programs and activities with those of other College departments and programs as well as outside agencies and organizations.
Assist in the review and approval of specifications for new buildings, renovations, rental property and temporary facilities for assigned College programs and activities.

Direct the continuing education curriculum review process; review and approve new programs, program changes, new courses and related resource allocations.

Select, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Supervise the enrollment reporting and accountability functions; evaluate productivity reports and prepare recommendations as needed.

Direct and oversee the strategic planning function within Continuing Education; ensure conformance of programs and activities with long-range priorities, goals and objectives of the College.

Maintain awareness in current developments in management, higher education and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-5.4.4 Qualifications

IV-5.4.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic and administrative programs, policies and operational needs.

Techniques of budget development and administration.
Principles of supervision including employee training and performance evaluation.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Methods and techniques of faculty and student recruitment and counseling.

**IV-5.4.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Select, supervise and evaluate academic and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively direct the provision of academic, occupational, and avocational instruction for the College.

Prepare and analyze administrative and statistical reports, statements and correspondence.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.
IV-5.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsible academic/vocational/technical program administration and teaching experience.

**Training:**

A Master's degree in education or a related field from an accredited college or university; or equivalent.
**IV-5.5 Associate Vice President for Curriculum Programs**

**IV-5.5.1 Definition**

To plan, organize and direct the faculty, instructional, curriculum and administrative activities of the curriculum department of the Academic and Student Services division, wherever, or however offered. To ensure that curricular programs comply with College standards, policies and procedures; to supervise academic and administrative staff; to coordinate assigned activities with other College divisions and departments; and to provide highly responsible staff assistance to the Senior Vice President for Academic and Student Services.

**IV-5.5.2 Supervision Received and Exercised**

Receives administrative direction from the Senior Vice President for Academic and Student Services.

Exercises direct and indirect supervision over academic deans, department chairpersons, and administrative staff.

**IV-5.5.3 Essential Duties**  Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic and administrative goals, objectives and procedures necessary to provide for-credit curricular programs and services to College students; develop or approve new or modified programs, systems, and procedures. Recommend new policies, interpret and implement existing curriculum policies.

Lead the curriculum department in the Strategic Planning process. Review and approve the Strategic Plan, all requests for personnel, equipment and facilities. Ensure proper correlation between plans and requests, to include decision packages for each item.

Monitor, oversee and coordinate the development and maintenance of academic standards related to all curricular courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Ensure that programs comply with state, regional or national standards as applicable.
Develop, oversee and coordinate collaborative and service area agreements as necessary to provide programs and services needed by students and employees.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Assist in the review and approval of specifications for renovations and new buildings for assigned programs and activities.

Coordinate assigned activities with those of other instructional units, departments and outside agencies and organizations.

Direct the Self-Study process for each curriculum program seeking approval, reapproval, accreditation or reaccreditation.

Confer with and provide staff assistance and advice to the Senior Vice President for Academic and Student Services; develop, prepare and present recommendations and reports as requested.

Implement and monitor the Annual Program Review (APR) process. Ensure that appropriate documentation is contained in each to support findings and recommendations. Monitor responses to recommendations and correlate APRs with the Strategic Planning Process.

Supervise, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Develop, recommend and administer the Curriculum Programs division budget. Recommend additional staffing and funding. Monitor and approve expenditures for all Curriculum Programs.

Counsel and advise both faculty and students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; settle student grievances.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Oversee and coordinate the operations of the curriculum instruction department; monitor and evaluate workload; evaluate and recommend policies; develop and establish procedures.
Participate in the marketing of the College to the community; make presentations to the community, schools, and corporate contacts as appropriate.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

**IV-5.5.4 Qualifications**

**IV-5.5.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment and counseling.

Principles of budget development and administration.

**IV-5.5.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.
Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

**IV-5.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsible experience in the development and administration of academic programs in a college or university setting.

**Training:**

A Master’s degree in education or a related field from an accredited college or university; or equivalent.
**IV-5.6 Associate Vice President for Military Programs**

**IV-5.6.1 Definition**

To plan, organize and direct the curriculum and continuing education activities for Military Programs, to include: recruiting, marketing, testing, counseling, registration, placement, program oversight, and academic and administrative activities of assigned educational, occupational, vocational, or avocational programs of study. Additionally, coordinate all program activities with other College divisions, departments, and outside organizations; and provide highly responsible academic and administrative staff support to the Senior Vice President for Academic and Student Services.

**IV-5.6.2 Supervision Received and Exercised**

Receives direction from the Senior Vice President for Academic and Student Services.

Exercises supervision over professional, academic, clerical, and support staff.

**IV-5.6.3 Essential Duties**

Duties may include, but are not limited to, the following:

Lead and participate in the planning, development, implementation, and administration of College goals and objectives as well as policies, procedures and programs related to the military communities.

Monitor, oversee and coordinate the development of educational programs within assigned instructional units and ensure that such courses comply with College policies, procedures, goals, and objectives.

Collaborate with appropriate Associate Vice Presidents, Directors, Coordinators, Academic Deans, and Department Chairpersons to ensure support of the College mission, especially in the areas of registration, admissions, counseling, Veterans Affairs, SOCAD and other related support activities.

Supervise, train, motivate and evaluate assigned staff; prepare recommendations for faculty; select part-time faculty; establish and monitor employee performance objectives and prepare and present employee performance reviews of personnel; provide or coordinate staff training.
Recommend, in coordination with appropriate Associate Vice Presidents, Deans, and Directors, selection of new staff and faculty members.

Oversee academic advising to active duty military personnel, dependents, Civil Service employees, retirees, and other students enrolled in Fort Bragg programs; evaluate military training and experience in accordance with SOCAD and College guidelines; access student standings and needs and suggest alternative courses of action; and settle student grievances.

Coordinate and administer the Service members Opportunity College Associates Degree (SOCAD).

Confer with and provide staff assistance and advice to higher level management staff on military and administrative matters; develop, prepare and present recommendations and reports as requested.

Participate in the development and administration of department budgets; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures for the provided budget.

Participate in the compilation and development of off-campus course schedules; ensure that schedules provide optimal opportunities for the student population; coordinate submission of grades and reports as requested.

Participate in the marketing and advertising of programs and activities of the College. Prepare and present presentations to outside organizations.

Represent the College at community and outside organization functions; serve on a variety of ad hoc committees and task forces.

Maintain liaison and effective relations with the Army Education Center.

Perform related duties as assigned.

**IV-5.6.4 Qualifications**

**IV-5.6.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Subject matter related to the assigned areas of responsibility.
Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and appraisal.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment, retention, and counseling.

Principles of budget development and administration.

General Servicemember’s Opportunity College requirements, rules, regulations, policies, and procedures.

Rules and regulations relating to military and affiliated personnel, including GoArmyEd operations and military tuition assistance.

IV-5.6.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic, paraprofessional and support staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.
IV-5.6.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in the development and administration of curriculum, student services or continuing education in a college or university setting, government or military education training organization.

**Training:**

A Master's degree from an accredited college or university; or the equivalent. Doctorate preferred.
**IV-5.7 Associate Vice President for Student Services**

**IV-5.7.1 Definition**

To plan, organize and direct the Student Services programs and activities within the Academic and Student Services division including counseling, admissions, registration and records, career center, placement, veterans services and financial aid; to ensure that assigned functions fulfill applicable Federal, State and College goals and objectives; to supervise assigned staff; and to provide highly complex and responsible staff assistance to the Senior Vice President for Academic and Student Services.

**IV-5.7.2 Supervision Received and Exercised**

Receives administrative direction from the Senior Vice President for Academic and Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

**IV-5.7.3 Essential Duties**

Duties may include, but are not limited to, the following:

Develop, plan, implement and administer administrative goals and objectives as well as policies and procedures necessary to provide assigned Student Services, services and programs to students and to other College departments and programs; approve new or modified systems, policies and procedures.

Oversee the activities and operations of Student Services and the Early Childhood Center; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Direct and coordinate Student Services operations including student recruitment, admissions, registration, records, counseling, placement, student health services, financial aid, testing, veteran's services, career development, and alumni affairs.

Coordinate assigned programs and activities with those of other College departments and programs as well as outside agencies and organizations.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Associate Vice President for Student Services (Continued)

Provide staff assistance to the Senior Vice President for Academic and Student Services; prepare and present staff reports and other necessary correspondence.

Select, train, motivate and evaluate administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; resolve student grievances.

Direct and oversee student discipline; counsel students and faculty on disciplinary and behavioral issues; rule on student suspensions and expulsions.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Maintain awareness in current developments in management, higher education and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-5.7.4 Qualifications

IV-5.7.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Techniques of budget development and administration.

Methods and techniques of student recruitment, counseling, and placement.

Principles of supervision including employee training and performance evaluation.
Principles and practices of college level academic administration including research, funding and resource development.

Principles and practices of career, academic and disciplinary counseling.

**IV-5.7.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Select, supervise and evaluate counseling and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College affairs.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

Prepare and analyze administrative and statistical reports, statements and correspondence.

**IV-5.7.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible administrative experience in an educational setting.

**Training:**

A Master's from an accredited college or university; or equivalent.
IV-6.1 Dean (Academic)

IV-6.1.1 Definition

To plan, organize and direct the faculty, curriculum, instructional, and administrative activities of a program area within the Curriculum Instructional Division of Academic and Student Services; to ensure that curricular programs comply with College standards, policies and procedures; to supervise academic and administrative staff; and to coordinate assigned activities with other College divisions and departments.

IV-6.1.2 Supervision Received and Exercised

Receives administrative direction from the Senior Vice President for Academic & Student Services.

 Exercises direct and indirect supervision over academic and administrative staff.

IV-6.1.3 Essential Duties- Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures necessary to provide for-credit curricular programs and services to College students; develop or approve new or modified programs, systems, and procedures.

Monitor, oversee and coordinate the development and maintenance of academic standards related to all curricular courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Coordinate assigned activities with those of other instructional units, departments and outside agencies and organizations.

Confer with and provide staff assistance and advice to the Associate Vice President; develop, prepare and present recommendations and reports as requested.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Dean (Academic) (Continued)

Supervise, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise both faculty and students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; settle student grievances.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Oversee and coordinate the operations of the curriculum instruction department; monitor and evaluate workload; evaluate policies and procedures.

Participate in the marketing of academic programs to the community; make presentations to the community, local schools, and corporate contacts.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-6.1.4 Qualifications

IV-6.1.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic programs, policies and operational needs.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment and counseling.

Principles of budget development and administration.
IV-6.1.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-6.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic programs in a college or university setting.

Training:

A Master's degree from an accredited college or university, or equivalent.
IV-6.2  Dean of Career and Community Enrichment

IV-6.2.1  Definition

To plan, organize and direct the academic and administrative activities of continuing education programs both on and off campus; to provide highly responsible academic and administrative staff support to the Associate Vice President for Continuing Education; and to coordinate assigned activities with other College divisions and departments.

IV-6.2.2  Supervision Received and Exercised

Receives general direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over instructional and administrative staff.

IV-6.2.3  Essential Duties  

Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to providing continuing education programs; develop and recommend new or modified programs, courses, policies and procedures to meet the needs and interests of the community.

Monitor, oversee and coordinate the development of community services and occupational extension courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Prepare schedule for registration of classes and assist with the registration on and off campus.

Visit and verify classes in accordance with the College Accountability Plan.

Develop, review, recommend for approval and monitor the use of course outlines, materials and textbooks; maintain currency on instructional techniques and methods.
Supervise, train, motivate and evaluate assigned faculty and staff; prepare recommendations for faculty recruitment; select part-time faculty; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Recruit, train, supervise and evaluate center supervisors and security personnel for both on and off campus programs.

Coordinate with public school administration for use of the schools, equipment; prepare rental contracts for classrooms; monitor use of schools and ensure that College complies with contract.

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; review and recommend approval of student petitions; settle student grievances.

Confer with and provide staff assistance and advice to higher level management staff on educational and administrative matters; develop, prepare and present recommendations and reports as requested.

Coordinate assigned educational and administrative activities with those of other instructional units, departments and outside agencies and organizations.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the academic and administrative affairs of the department.

Participate in the marketing of assigned programs; develop brochures, fliers, newspaper and radio ads; recruit students; make presentations to outside contacts.

Prepare the continuing education schedule of classes; coordinate content with other directors; coordinate with printer for printing and distribution schedule; ensure accuracy of content for division; distribute to area high schools and other locations.

Participate in the development and administration of the community services and occupational extension program budget; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures.

Monitor and ensure accuracy of all instructor and staff contracts and time sheets.

Participate in overseeing and coordinating administrative operations within the assigned area of responsibility; coordinate the ordering of textbooks and instructional materials; monitor and evaluate workload; recommend and implement policies and procedures.
Participate in overseeing and directing the compilation and development of master course schedules; ensure that schedules provide optimal opportunities for the student population.

Represent the College at community and outside organization functions including career fairs and conferences.

Perform related duties as assigned.

**IV-6.2.4 Qualifications**

**IV-6.2.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles, practices, and methods of community outreach and extension education.

Curriculum and subject matter related to continuing education programs and services.

Principles and practices of college level academic administration.

Methods and techniques of academic vocational and avocational programs and curriculum planning, development, implementation, evaluation and accountability.

Subject matter related to the assigned programs.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Methods and techniques of student counseling.

Principles and practices of financial record keeping.

Principles of budget development and administration.

Methods and techniques of program marketing and publicity.
IV-6.2.4.2 Ability to:

Direct and administer a significant continuing education program.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic, vocational and administrative affairs.

Effectively market College programs and recruit part-time staff and faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic, vocational and administrative matters.

Maintain effective work relationships with members of the community, public school administration, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-6.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic, vocational and avocational programs in a college or university setting.
Training:

A Master's degree from an accredited college or university in education, educational administration or a closely related field; or equivalent.
IV-6.3 Dean of College and Career Readiness

IV-6.3.1 Definition

To plan, organize, develop, direct, implement, supervise, train and evaluate the academic and support services of the College and Career Readiness and Human Resources Development Programs. To provide highly responsible academic and administrative duties and provide support to the Associate Vice President for Continuing Education. To coordinate College and Career Readiness Education and Human Resources Programs with other college departments. To maintain each program operation within the guidelines, policies and procedures of the Department of Community Colleges and Fayetteville Technical Community College.

IV-6.3.2 Supervision Received and Exercised

Receives general direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over administrative, support and instructional staff.

IV-6.3.3 Essential Duties- Duties may include, but are not limited to, the following:

Direct, coordinate, organize, plan, evaluate and administrative programs to assure fulfillment of goals, objectives, and effectiveness of all services provided.

Supervise, train, evaluate, provide support, and promote personal, professional and educational growth to all program personnel.

Participate in monitoring, overseeing, and directing the development of Work Place Preparedness, educational courses, curriculum assessment tools, master course and class schedules that provide optional opportunities for the student population and complies with college policies, procedures, goals and objectives.

Participate in academic and guidance counseling of students and make recommendations for suspending disruptive students.

Confer with and provide staff with the dissemination and interpretation of administrative policies and regulations related to programs and college.
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Dean of College and Career Readiness (Continued)

Participate in the development and administration of program budgets; forecast and recommend additional funds needed for staffing and equipment; coordinate, monitor and recommend approval of expenditures for textbooks, instructional materials and program supplies.

Participate in informing and coordinating programs services with business and industry, public services, other agencies, and other programs and departments.

Participate in the developing, writing and implementation of grants; monitor grant activities and monies to ensure appropriate allocation of expenditures.

Direct, coordinate, organize, and plan annually the Adult High School and General Education Development graduation exercise.

Participate, direct, and oversee the preparation of the Adult High School Affiliation Agreement with the local board of education agency; monitor program to ensure operation within the criteria adopted by the State Board of Education.

Participate in the planning, developing and implementation annually of a marketing, recruitment, retention and tracking plan for all assigned programs.

Oversee, direct and monitor the development of printed materials related to all program areas.

Participate, direct, and oversee the preparation of accurate reports, records, statistical reports, Annual Program Audit, Strategic Plan, Annual Data Reports, and the Annual College and Career Readiness Program Application and Plan.

Participate in recruiting and recommending the employment of all persons for employment in assigned program areas.

Represent the college at community, regional, state and national functions and occasionally make presentations for programs areas.

Serve on a variety of local and state ad hoc committees and task forces for research and recommendation related to programs.

Coordinate building activities for gaining greatest use of space for all assigned offices and classes.

Review for approving and disapproving all contracts, time sheets, work verification forms, work orders, class field trips, class attendance rosters, professional service agreements, travel, purchase orders, and leave requests.
Participate in overseeing and directing changing organizational structure, policy and training programs to meet the changing demands of the work place and to better serve the community.

Report and perform duties assigned by the Associate Vice President for Continuing Education.

**IV-6.3.4 Qualifications**

**IV-6.3.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Curriculum and subject matter related to the assigned area of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Methods and techniques of student counseling.

Principles of budget development and administration.

**IV-6.3.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.
Effectively market College programs and recruit part-time faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

**IV-6.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in the development and administration of academic programs in a college or university setting including specific experience directly related to the assigned area of responsibility.

**Training:**

A Master's degree from an accredited college or university in a field directly related to the assigned area of responsibility, or equivalent.
IV-6.4 Dean of Corporate and Industry Training

IV-6.4.1 Definition

To plan, organize and direct the academic and administrative activities of continuing education programs both on and off campus; to provide highly responsible academic and administrative staff support to the Associate Vice President for Continuing Education; and to coordinate assigned activities with other College divisions and departments.

IV-6.4.2 Supervision Received and Exercised

Receives general direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over instructional and administrative staff.

IV-6.4.3 Essential Duties - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to providing continuing education programs; develop and recommend new or modified programs, courses, policies and procedures to meet the needs and interests of the community.

Monitor, oversee and coordinate the development of community services and occupational extension courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Prepare schedule for registration of classes and assist with the registration on and off campus.

Visit and verify classes in accordance with the College Accountability Plan.

Develop, review, recommend for approval and monitor the use of course outlines, materials and textbooks; maintain currency on instructional techniques and methods.

Supervise, train, motivate and evaluate assigned faculty and staff; prepare recommendations for faculty recruitment; select part-time faculty; establish and
monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Recruit, train, supervise and evaluate center supervisors and security personnel for both on and off campus programs.

Coordinate with public school administration for use of the schools, equipment; prepare rental contracts for classrooms; monitor use of schools and ensure that College complies with contract.

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; review and recommend approval of student petitions; settle student grievances.

Confer with and provide staff assistance and advice to higher level management staff on educational and administrative matters; develop, prepare and present recommendations and reports as requested.

Coordinate assigned educational and administrative activities with those of other instructional units, departments and outside agencies and organizations.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the academic and administrative affairs of the department.

Participate in the marketing of assigned programs; develop brochures, fliers, newspaper and radio ads; recruit students; make presentations to outside contacts.

Prepare the continuing education schedule of classes; coordinate content with other directors; coordinate with printer for printing and distribution schedule; ensure accuracy of content for division; distribute to area high schools and other locations.

Participate in the development and administration of the community services and occupational extension program budget; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures.

Monitor and ensure accuracy of all instructor and staff contracts and time sheets.

Participate in overseeing and coordinating administrative operations within the assigned area of responsibility; coordinate the ordering of textbooks and instructional materials; monitor and evaluate workload; recommend and implement policies and procedures.
Participate in overseeing and directing the compilation and development of master course schedules; ensure that schedules provide optimal opportunities for the student population.

Represent the College at community and outside organization functions including career fairs and conferences.

Perform related duties as assigned.

**IV-6.4.4 Qualifications**

**IV-6.4.4.1 Knowledge of:**

- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles, practices, and methods of community outreach and extension education.
- Curriculum and subject matter related to continuing education programs and services.
- Principles and practices of college level academic administration.
- Methods and techniques of academic vocational and avocational programs and curriculum planning, development, implementation, evaluation and accountability.
- Subject matter related to the assigned programs.
- Principles of supervision including employee training and performance evaluation.
- College organization, including policy and procedural development.
- Methods and techniques of student counseling.
- Principles and practices of financial record keeping.
- Principles of budget development and administration.
- Methods and techniques of program marketing and publicity.

**IV-6.4.4.2 Ability to:**
Direct and administer a significant continuing education program.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic, vocational and administrative affairs.

Effectively market College programs and recruit part-time staff and faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic, vocational and administrative matters.

Maintain effective work relationships with members of the community, public school administration, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-6.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic, vocational and avocational programs in a college or university setting.

Training:

A Master's degree from an accredited college or university in education, educational administration or a closely related field; or equivalent.
IV-6.5 Dean of Enrollment Management

IV-6.5.1 Definition

To plan, organize and direct the enrollment management activities of the College; to coordinate the integration of student services and academic programs; to supervise professional and administrative staff; to coordinate assigned activities with other College divisions and departments; and be responsible for implementing new enrollment initiatives.

IV-6.5.2 Supervision Received and Exercised

Receives administrative direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over administrative, professional, technical and clerical staff.

IV-6.5.3 Essential Duties - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures necessary to provide recruitment and enrollment contacts to high school students and the general adult population; develop or approve new or modified enrollment data necessary for appropriate managers; develop or approve new or modified programs, policies and procedures related to admissions, and registration and records.

Monitor, oversee and coordinate the development and maintenance of College enrollment activities and operations related to admissions and registration and records; interpret and apply College admissions and registration policies, rules and regulations; ensure standards comply with College policies, state laws and applicable federal regulations.

Prepare appropriate reports; analyzes and evaluates enrollment and retention data; projects student enrollment and retention figures to be used in strategic decision-making.

Develop, maintains, and enhances partnerships between and among student services staff, faculty, instructional staff and administration.

Participate in maintaining a student and learner-centered philosophy and the focus of student services initiatives on successful student outcomes including:
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Dean of Enrollment Management (Continued)

enrollment, program selection, retention, graduation, placement and transfer success.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Confer with and provide staff assistance and advice to the Associate Vice President; develop, prepare and present recommendations and reports as requested.

Supervise, train, motivate and evaluate professional and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies.

Counsel and advise staff and students on a variety of enrollment and administrative matters to include admission requirements, program requirements and the transfer of credit from other institutions; assess student standing and needs; suggest alternative courses of action; resolve student appeals and grievances related to admissions and registration and records.

Coordinate and serve on a variety of committees and task forces, to include but not limited to the admissions standards, enrollment management and registration committees; research and develop recommendations related to recruitment, admissions, registration and retention.

Oversee and coordinate the operations of curriculum admissions and registration and records; monitor and evaluate workload; evaluate policies and procedures.

Participate in the marketing of academic programs to the community; make presentations to the community, local schools, and corporate contacts; assist in the identification of prospective student populations; coordinate targeted and generalized student recruitment activities.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-6.5.4 Qualifications

IV-6.5.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of enrollment data.
Administrative and policy matters related to the assigned areas of responsibility.

Modern office procedures, methods, and equipment including automated data processing.

Methods and techniques of program marketing, college level enrollment management and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles of budget development and administration.

**IV-6.5.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate professional and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College enrollment and student services.

Organize and direct a comprehensive community student recruitment and admissions program.

Effectively market College programs and recruit students; oversee adequate availability of recruitment materials.

Counsel and advise students on a variety of enrollment, disciplinary and administrative matters.

Facilitate a quality customer service orientation.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.
Prepare and analyze administrative and statistical reports; maintain benchmark data on enrollment.

IV-6.5.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in the development and administration of academic programs or student services in a college or university setting.

Training:

A Master's degree from an accredited college or university, or equivalent.
IV-6.6 Dean of Spring Lake Campus

IV-6.6.1 Definition

To plan, organize and direct the educational and outreach operations and administrative services of the Spring Lake Campus. Collaborate with others to build and staff curriculum and continuing education schedules to meet the needs of Spring Lake and surrounding areas. Provide administrative support to the Senior Vice President for Academic and Student Services.

IV-6.6.2 Supervision Received and Exercised

Receives direction from the Associate Vice President for Student Services.

Exercises supervision over professional, academic, and support staff.

IV-6.6.3 Essential Duties - Duties may include, but are not limited to, the following:

Develop, plan, implement, and administer academic and administrative goals and objectives and procedures necessary to provide for programs in academic, continuing education and services to College students; develop or modify programs, systems, and procedures to meet the needs and interests of the community. Recommend new policies, interpret and implement existing curriculum and continuing education policies.

Lead and manage administrative operations at Spring Lake Campus including student recruitment, admissions, registration, records, counseling, placement, student health services, financial aid, testing, veterans’ services, student activities, and career development.

Develop and monitor the budget assigned to the Spring Lake Campus; forecast funds needed for facilities, staffing, equipment, materials and supplies; monitor and approve supply expenditures; and make mid-year corrections.

Select, train, motivate and evaluate Spring Lake Campus faculty and staff; establish and monitor employee performance objectives; prepare and present employee performance appraisals; provide or coordinate professional development; work with employees to correct deficiencies; implement discipline procedures.

Serve as the on-site liaison to the Cumberland County Spring Lake Library.
Review and recommend requests for personnel, equipment and facilities for the Spring Lake Campus Strategic Plan. Ensure proper correlation between plans and requests, to include decision packages for each item.

Interact with the students and community to identify programs and activities which meet their needs and are in compliance with the College’s mission.

Collaborate with other College divisions in the development of Spring Lake Campus course schedules; ensure that schedules provide optimal opportunities for the student population; report grades and reports, as requested or as scheduled.

Insure that the Spring Lake Campus is safe, well-maintained, open and properly equipped for educational activities.

Intervene when problems occur, evaluate incident, take appropriate action, and submit necessary reports/documentation.

Ensure that programs comply with SACSCOC, state, regional or national standards as applicable. Implement and monitor the Annual Program Review and Assessment process for the Spring Lake Campus.

Develop, oversee and coordinate collaborative and service area agreements as necessary to provide programs and services needed by students and employees.

Verify the work schedule of all assigned instructors and staff and ensure the accuracy of all records and reports submitted to the College.

Confer with and provide administrative staff assistance and advice to the Associate Vice President for Military Programs; develop, prepare and present recommendations and reports as requested.

Participate in the marketing of the College to the community; make presentations to the community, schools, and corporate contacts as appropriate.

Assist in the review and approval of specifications for new buildings, renovations, rental property and temporary facilities for assigned College programs and activities.

Serve on a variety of committees; research and develop recommendations related to the academic, continuing education, student services and administrative affairs of the College.

Facilitate requests for use of Spring Lake Campus facilities by external nonprofit groups and internal staff/faculty for seminars and workshops.
Oversee the preparation of part-time contracts for faculty secretary, evening and weekend supervisors and evening secretary.

Perform related duties as assigned.

**IV-6.6.4 Qualifications**

**IV-6.6.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of program development and evaluation.

Principles and practices of college level academic administration.

Principles of budget development and administration.

Principles and practices of personnel supervision, training and evaluation.

Methods and techniques of program marketing and publicity.

**IV-6.6.4.2 Ability to:**

Oversee and train academic and administrative staff.

Develop programs, projects and services to meet the identified needs of the Spring Lake Campus.

Operate a variety of office equipment including computers.

Analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.

Maintain a clean, efficient and safe working environment.

Advise students on a variety of academic, personal and administrative matters.

Gain cooperation through discussion and persuasion.

Analyze, prepare and implement program recommendations.
Interpret and apply College policies, procedures, rules and regulations to assigned program responsibilities.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Effectively market College programs and recruit part-time faculty.

**IV-6.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in the development and administration of curriculum, student services or continuing education in a college or university setting, government or military education training organization.

**Training:**

A Master’s degree from an accredited college or university; or the equivalent. Doctorate preferred.
### IV-6.7 Director of Admissions

#### IV-6.7.1 Definition

To plan, organize and direct the operations of the College admissions and recruitment office; to provide highly responsible academic and administrative staff support to the Associate Vice President for Student Services; and to coordinate assigned activities with other College departments.

#### IV-6.7.2 Supervision Received and Exercised

Receives general direction from the Dean of Enrollment Management; Associate Vice President for Student Services.

Exercises direct supervision over professional and clerical staff.

#### IV-6.7.3 Essential Duties

Duties may include, but are not limited to, the following:

Lead and participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to student recruitment and admissions; develop and recommend new or modified programs, policies and procedures.

Monitor, oversee and coordinate student admissions and recruitment activities and processes; ensure that such activities comply with College policies, procedures, goals, and objectives.

Monitor, oversee and coordinate new student recruitment and registration activities and processes; ensure that such activities comply with College policies, procedures, goals, and objectives.

Maintain collection of school catalogs, course descriptions, and general educational information for applicant and student use.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise applicants on a variety of academic and administrative matters; assess prospective student standing and needs; suggest alternative courses of action.
Interpret and apply college admissions policies, rules and regulations; ensure compliance with policy, state law, and applicable federal regulations pertaining to admissions and disclosure of applicant information.

Coordinate assigned administrative activities with those of other instructional units, departments and outside agencies and organizations.

Advise prospective and current students in areas of admission requirements, individual program requirements, admission status and the transfer of credit from other institutions.

Serve as a member of the College admissions committee.

Assist in the identification of prospective student populations; coordinate targeted and generalized student recruitment activities.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the administrative affairs of the department.

Participate in the marketing of College programs; recruit students; make presentations to outside contacts.

Represent the College at community and outside organization functions including career fairs and conferences.

Supervise, train, and evaluate counseling, admissions, and recruitment staff.

Perform related duties as assigned.

**IV-6.7.4 Qualifications**

**IV-6.7.4.1 Knowledge of:**

Admissions requirements, process and procedures.

Curriculum and subject matter of College instructional programs and services.

Principles, practices, and methods of educational program marketing and student recruitment.

Principles of supervision including employee training and performance evaluation.
College organization, including policy and procedural development.

Applicable laws, rules, regulations, and procedures.

Modern office procedures, methods, and equipment including automated data processing equipment.

**IV-6.7.4.2 Ability to:**

Organize and direct a comprehensive student recruitment and admissions program consistent with applicable laws, rules, and regulations.

Evaluate applicant credentials and make sound judgments on academic proficiency.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise, train, and evaluate staff.

Prepare, analyze and implement appropriate recommendations related to College admissions and recruitment policies.

Effectively market College programs and recruit students.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise applicants and students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

**IV-6.7.4.3 Experience and Training Guidelines**
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in the development and supervision of a college level admissions and/or recruitment program.

**Training:**

A Master's degree from an accredited college or university, or equivalent.


**IV-6.8 **

**Director of Bookstore**

**IV-6.8.1 Definition**

To plan, organize and supervise the operational and financial activities of the Bookstore; to coordinate assigned activities with faculty and other College departments and divisions; and to ensure appropriate support and service is provided to College students.

**IV-6.8.2 Supervision Received and Exercised**

Receives general direction from the Senior Vice President for Business and Finance.

Exercises direct and indirect supervision over technical and clerical staff.

**IV-6.8.3 Essential Duties**

Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in the operational and financial activities of the College Bookstore.

Plan, prioritize, and monitor layout, décor, displays, and other physical aspects of the College Bookstore.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services to College students and staff; implement policies and procedures.

Develop and recommend new or modified programs, systems, policies and procedures.

Direct, oversee and participate in the development of the Bookstore's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Establish, implement and assess the Bookstore marketing and merchandising program; develop marketing and merchandising approaches, plans and strategies.

Implement, supervise, and monitor pre-ordering and pre-packaging of textbooks for students.
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Director of Bookstore (Continued)

Direct through subordinate staff the ordering and processing of textbooks and student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.

Oversee the warehouse operations of the Bookstore; ensure that merchandise is stored in an organized and appropriate manner and that appropriate inventory records are maintained.

Coordinate Bookstore activities with faculty, administrative staff and other College departments and divisions; ensure that textbooks and supplies carried meet the academic needs of the student population.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Work with Purchasing in developing the contracts for the Cafeteria operations and vending.

Coordinate the contracts with Cafeteria and vending contractors, monitor Cafeteria and vending activities, track and monitor receipts and commissions for Cafeteria and vending.

Prepare month-end and year-end financial reports on Bookstore, Cafeteria, and vending as appropriate.

Perform related duties as assigned.

IV-6.8.4 Qualifications

IV-6.8.4.1 Knowledge of:

- Principles and practices of retail management, particularly as they relate to bookstore operations.
- Principles of supervision including employee training and performance evaluation.
- Methods of accounting, purchasing, inventory control and warehouse operations.

IV-6.8.4.2 Ability to:

- Effectively oversee and direct the operations of a College bookstore.
Supervise, plan, assign and evaluate the work of assigned staff.

Communicate clearly and concisely, both orally and in writing.

Interpret and apply College policies, procedures, rules and regulations.

Exercise independent judgment in the resolution of bookstore problems.

Establish effective working relationships with College employees, students, vendors and the general public.

**IV-6.8.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of progressively responsible administrative and supervisory experience in a variety of phases of retail management, purchasing, inventory control and accounting.

**Training:**

A Bachelor degree or equivalent from an accredited college or university in retailing, business administration, marketing, or a closely related field; or equivalent.
IV-6.9 Director of Customized and Industry Training

IV-6.9.1 Definition

Directs the College's NCWorks Customized Training program activities and provides high-quality, short-term courses and services to meet the training needs for our employers and our community in topics such as industrial maintenance and technical skills, continuous improvement, safety/regulatory, information technology, and leadership/employee development. Provides leadership, integrative management, and direction for the College in support of economic development and workforce preparation for industry recruitment and sustainment. Serves as the primary staff liaison with the local and state economic development communities. Responsibilities include strategic planning, budgeting for resources, coordination and integration of emerging technologies into industry training in support of the college’s global workforce initiatives. Recommends educational and training initiatives and applications for business and industry. Serves as the College's subject matter expert on issues related to administrative, industry support, and emerging technologies in workforce education and training.

IV-6.9.2 Supervision Received and Exercised

receives general supervision from the Dean of Corporate and Industry Training.

Exercises direct and indirect supervision over technical and clerical staff. Coordinates with the AVPs, Deans, and Directors.

IV-6.9.3 Essential Duties- Duties may include, but are not limited to, the following:

Works closely with the Fayetteville-Cumberland County Economic Development Corporation to support economic development initiatives, campus tours, workforce development briefings, site-selection visits, and industry recruiting and retention.

Works with local business and industry to incorporate emerging technologies into traditional workforce training opportunities.

Works closely with local business, military, governmental organizations and the Greater Fayetteville Chamber to promote growth of established businesses.

Provides customized training programs and courses for new and existing industries and organizations.
Leads, guides, and oversees the budgeting process, and provides leadership in cost and productivity analysis for economic development and workforce initiatives.

Assists in the coordination and development of workforce training and integration of emerging technologies into existing training across the College, to achieve maximum institution-wide efficiencies and synergies; coordinates the identification and prioritization of required economic development resources among the College's various operating components.

Plans and promotes strategies to attract new businesses, encourage expansion and retention of existing businesses through customized training and other workforce solutions and tactics to promote a stronger economic base in the county.

Provides innovative training to local business and industry leaders to assist in their planning and implementation of solid economic development programs.

Leads and participates in strategic planning for economic development.

Works closely with associate vice presidents, deans, division chairs, department chairs, program coordinators, staff and faculty to facilitate support for economic development initiatives.

Participates in and provides support for the marketing of workforce development and economic development outreach to the community; works closely with the Executive Director of Marketing and Public Relations to provide world-class marketing materials.

Manages the budget for economic development activities to ensure effective management of resources within established FTCC and NCCCS guidelines.

Provides oversight for professional development education and training for staff and faculty in integration of emerging technologies in workforce training.

Maintains knowledge and understanding of current and developing economic development trends; to include emerging technologies that enhance training.

Monitor, oversee and coordinate the development of educational programs within assigned instructional units and ensure that such courses comply with College policies, procedures, goals, and objectives.

Supervise, train, motivate and evaluate assigned instructors and staff; interview, evaluate, and recommend selection of new staff and faculty members; establish and monitor employee performance objectives and prepare and present employee performance reviews of personnel; provide or coordinate staff development training.
Supervise, authenticate and approve instructor, staff and course administrative forms such as: student registration forms; class rosters; student class evaluations; grades; timesheets; report of absence; and other forms as required. Process all administrative forms in a timely manner consistent with FTCC Corporate and Continuing Education and Business Office requirements.

Represents FTCC at public functions and other required occasions to ensure support and engagement with economic development and workforce development opportunities.

Performs other job-related duties as assigned.

**IV-6.9.4 Qualifications**

**IV-6.9.4.1 Knowledge of:**

The current and developing economic and workforce development requirements of a community college related to the business, military, governmental and other industry sectors.

Principles and practices of college level academic administration to include College organization, policies, and procedural development.

Current trends and developments in economic development and emerging technologies. Advanced working understanding of the workforce development environment of a community college.

Financial/business analysis techniques; principles of budget development and administration.

Methods and techniques of program development, evaluation, marketing and publicity.

Principles and practices of personnel supervision, training and evaluation.

**IV-6.9.4.2 Ability to:**

Provide strategic planning and advanced leadership skills; oversee and train academic and administrative staff.

Provide strong interpersonal and communication skills and the ability to work effectively and persuasively with a wide range of constituencies in a diverse community in a collaborative team environment.
Prepare budget and provide fiscal management; organize resources and establish priorities; identify and secure alternative funding/revenue sources.

Analyze, develop, and implement programs, projects, and services to meet the customized training needs of business and industry in our county.

Coordinate with cross college functional areas and foster a cooperative work environment.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation and action through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively through the College's systems.

IV-6.9.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of management responsibility and experience in industrial training or business management in a large and/or small business environment. Four years of increasingly responsible experience in program development and administration of continuing education programs in a college or university setting that supports economic growth and development.

Training:

A Bachelor's degree from an accredited college or university with major course work in finance, accounting, education, business administration, public administration, industrial engineering or a related field; or comparable work experience is required. A Master's degree from an accredited college or university in Business Administration, Education,
Industrial Engineering or a closely related field related to industrial training is preferred.

**IV-6.9.5 Physical Requirements to Perform the Essential Duties**

Frequently required to stand and walk.

Able to hear audible equipment indicators and verbal communications in the environment.

Occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 25 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.
**IV-6.10 Director of Disbursements**

**IV-6.10.1 Definition**

To handle a wide variety of professional accounting work to include payroll, benefits, accounts payable, student loans, financial accounting for student financial aid and grants, construction, and financial reporting. To participate in the preparation of institutional budgets; monitor, post, and prepare reports on specific budgets. To review, adjust, reconcile, and prepare reports on general ledger accounts. To provide highly responsible assistance to the Associate VP for Business and Finance in regards to the preparation of year-end close-out of financial records, financial reporting, the coordination of annual audit activities, and other assigned responsibilities.

**IV-6.10.2 Supervision Received and Exercised**

Receives general direction from the Associate VP for Business and Finance.

Exercises direct and indirect supervision over professional, technical and clerical staff.

**IV-6.10.3 Essential Duties**  Duties may include, but are not limited to, the following:

- Prepare journal entries, CAFR, Single Audit reporting, financial statements and note disclosures in relation to the College’s annual financial reporting process.
- Prepare miscellaneous financial reports such as Fact Book, President’s Report, Peterson’s Annual Survey, and IPEDS for the Office of Business and Finance.
- Direct College’s payroll and benefits function.
- Review/approve payroll and benefits transactions and monthly new hire/name changes reports.
- Provide technical support to Payroll with the annual W-2 process, including testing of the software updates and electronic transmission of the file.
- Assist Payroll with the batch wage change process; prepare salary raise spreadsheet for Payroll.
- Provide technical support for the Payroll Laserfiche system including software updates and backup of the database.
Assist with the annual Staff Information Report.

Assist with ensuring compliance with Affordable Care Act.

Supervise, plan, organize, and direct the activities of the Accounts Payable office.

Approve invoices for payment and review accuracy of coding and appropriateness of payments; approve invoices over College’s high dollar threshold.

Approve Accounts Payable vouchers/check registers.

Oversee preparation of calendar for writing and distributing general expense checks.

Supervise preparation and submission of 1099 documents.

Direct Business and Finance activities related to the disbursement of financial aid/student grants and short-term loans.

Oversee preparation of calendar for financial aid/student grant distribution.

Supervise, coordinate, and participate in the monitoring of financial aid/student grants monies to ensure appropriate allocation of expenses.

Oversee general ledger and COD balancing after each financial aid/student grants disbursement.

Forecast needs and draw down federal funds for financial aid disbursements.

Oversee preparation of journal entries to record financial aid/student grant transactions.

Oversee processing of College’s electronic refunds to students.

Coordinate with College’s Financial Aid Office to reconcile financial aid data to business and finance data for reporting purposes.

Act as liaison for Business Office with College’s Financial Aid Department.

Oversee preparation and balancing of monthly State and County 2-12 reports.

Oversee preparation of invoices for payment for construction projects and forms 2-16 and 2-17 for NCCCS.
Participate in the development, posting, and monitoring of Institutional funds budgets.

Oversee the annual escheat process.

Prepare transactions and reports for the annual write-off of bad debt.

Maintain the College’s fund authorities.

Assist with the maintenance of the College’s general ledger accounts in Datatel.

Assist with the assignment of access rights in Datatel.

Maintain User ID’s and passwords for the input of new hires into the Homeland Security and Social Security Administration system (Basic Pilot).

Maintain the User ID’s and passwords and software updates for the Windstar system (Foreign Nationals and non-resident alien for tax purposes).

Participate in the development, planning, implementation, and administration of goals and objectives as well as policies and procedures related to fiscal affairs.

Coordinate assigned activities with those of other departments, outside agencies, and organizations.

Maintain detailed financial activity records. Prepare summary reports for State and federal agencies.

Provide information and general assistance to technicians, program coordinators, and funding agencies.

Participate in the review, evaluation, and recommendation of improvements to the College’s accounting and financial internal control systems and procedures.

Perform related duties as assigned.

IV-6.10.4 Qualifications

IV-6.10.4.1 Knowledge of:

Financial accounting of contracts, grants, student loans, returned checks, financial aid, and scholarships.

Generally accepted accounting principles; knowledge of principles and methods of financial accounting.
Sound management skills.

Loan collection process and ability to interpret legal terminology in case of bad debts.

Applicable State and local laws regulating the financial administration of a community college.

Applicable State and local laws and regulations as pertains to year-end close out.

Sales and use tax laws.

Laws related to employee benefits, deferred compensation, and other related employee tax laws.

Principles of supervision including employee training and performance evaluation.

Modern office practices, procedures, methods, and equipment including automated accounting systems.

Microsoft Excel and Word.

Principles and methods of financial administration, particularly in the areas of accounting, budgeting, and cash management.

**IV-6.10.4.2 Ability to:**

Interpret numerous accounting documents, analyze, and scale down to manageable information.

Interpret technical accounting procedure manuals and apply to individual circumstances.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Supervise and train professional, technical, and clerical staff.

Gain cooperation through discussion and persuasion; maintain effective working relationships with outside organizations and College academic and administrative staff.
Communicate clearly and concisely, both orally and in writing.

Prepare complex accounting reports and analyses.

**IV-6.10.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years supervisory experience in a financial setting is required.

**Training:**

Completion of a Master’s degree from an accredited college or university with major course work in accounting, finance, business administration, or completion of a Bachelor’s degree from an accredited college or university with major course work in accounting, finance, business administration, or a related field with CPA licensure.
**IV-6.11 Director of Early Childhood Education Center**

**IV-6.11.1 Definition**

To plan, organize, develop, direct and operate the child care center within the guidelines of all applicable policies and procedures; to coordinate with North Carolina Licensing Agencies; to provide highly responsible support to Early Childhood Department Chairperson; to provide a highly professional service to parents; and to effectively develop, control and administer the child care center budget.

**IV-6.11.2 Supervision Received and Exercised**

Receives general direction from the Associate Vice President for Student Services.

Exercise direct supervision over child care center staff.

**IV-6.11.3 Essential Duties** - Duties may include, but are not limited to, the following:

Lead and participate in the development, planning and implementation of policies and procedures related to the child care center.

Ensure compliance for a five star rated center.

Develop and administer annual child care center budget.

Develop and maintain a parent handbook and staff operations manual.

Acquire and maintain appropriate accreditation status.

Maintain all records related to the operation of the center.

Evaluate child care center staff.

Participate in staff selection process.

Maintain positive relationships with parents, other agencies, and the general public.

Prepare proposal for child care center operation grants.
Participate in and coordinate professional development activities.

Enroll children and conduct parent orientation.

Develop and supervise implementation of developmentally appropriate practice.

Maintain liaison with Early Childhood Department.

Represent the college at community functions and serve on a variety of committees and task forces.

**IV-6.11.4 Qualifications**

**IV-6.11.4.1 Knowledge of:**

Principles and practices of organizations, administration and personnel management.

Techniques of budget development and administration.

Principles of supervision, training, and performance evaluation.

Day-to-day operation of a child care center.

Principles and techniques of human relations.

Principles and techniques of grant writing.

All applicable federal, state and local laws governing child care centers.

Principles and methods of financial administration.

College organization, including policy and procedural development.

**IV-6.11.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate child care center staff.
Prepare, analyze and implement appropriate recommendations related to child care center administration.

Interpret and administer all applicable policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted relative to operating a child care center.

Establish and maintain accurate and complete records and files.

Communicate effectively, both orally and in writing.

IV-6.11.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of administrative experience in a child care, preschool or kindergarten setting. Eligible for Level III Early Childhood Administrators Credential.

**Training:**

A Master’s degree from an accredited college or university in Early Childhood Education, Child Development, Elementary Education, and Birth through Kindergarten, Human Services or Educational Administration.
IV-6.12  Director of Facility Services

IV-6.12.1 Definition

To plan, direct, and review the activities and operations of Plant Operations including facility planning and development, facility maintenance, grounds maintenance, vehicle maintenance, telephone operations, and housekeeping services; to coordinate assigned activities with other Departments, Divisions, and outside agencies; and to provide responsible administrative support to the Vice President for Administrative Services.

IV-6.12.2 Supervision Received and Exercised

Receives administrative direction from the Vice President for Administrative Services.

Exercises direct and indirect supervision over supervisory, maintenance and clerical staff.

IV-6.12.3 Essential Duties- Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to plant operations and related activities of the College; develop and implement new or modified programs, policies and procedures.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Coordinate, administer and oversee new construction and major renovation projects with outside contractors.

Prepare bid specifications.

Negotiate and administer contracts with outside vendors and contractors; review completed projects for contract compliance and take appropriate action to resolve differences.

Coordinate departmental activities with those of other departments, divisions, and outside organizations and agencies; provide staff assistance to the Vice President
Director of Facility Services (Continued)

for Administrative Services, other supervisors and administrators; prepare and present staff reports and other necessary correspondence.

Develop and administer the Plant Operations budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor expenditures; request midyear adjustments as necessary.

Participate in the selection, training, motivation, and evaluation of personnel; provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures as assigned.

Confer with and provide staff assistance and advice to higher level College staff regarding plant operations and services as assigned; develop, prepare and present recommendations and reports as requested.

Assist staff in preparing facilities for special events.

Perform related duties as assigned.

IV-6.12.4 Qualifications

IV-6.12.4.1 Knowledge of:

Principles, practices, methods and techniques of physical plant operations, maintenance, repair and construction.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Building and safety codes and sanitary and health regulations.

English usage, grammar, spelling and punctuation.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.
IV-6.12.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Assist in the negotiation and administration of contracts with outside service vendors.

Effectively develop, implement and evaluate programs and strategies designed to create and maintain a safe, functional, secure and orderly facility which can be operated in an efficient and economical manner.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to plant operations and maintenance.

Assist in the preparation and administration of a budget.

Interpret and apply College policies, procedures, rules, and regulations.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

 Communicate through the College's networking system.

IV-6.12.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of general facility maintenance experience with at least three years of administrative and supervisory experience.
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Director of Facility Services (Continued)

Training:

A Bachelor's degree from an accredited college or university in building construction, engineering, architecture, business administration or a related field; or equivalent.

License and Certificate:
**IV-6.13** Director of Financial Aid

**IV-6.13.1 Definition**

Serves as Leader for the College’s student financial aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex support to the Associate Vice President for Student Services; and to coordinate assigned activities with other College divisions, departments and outside organizations.

**IV-6.13.2 Supervision Received and Exercised**

Receives direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

**IV-6.13.3 Essential Duties**

Duties may include, but are not limited to, the following:

Administer federal, state, private and institutional student aid programs, including VA benefits, loans, grants, scholarships and work-study employment; monitor the student aid process to ensure compliance with federal and state regulations and fiscal accountability.

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the College’s Student Aid programs; develop and implement new and modified programs, policies and procedures.

Secure funding from both public and private sources.

Represent the College to special interest groups, private interests, community groups and the general public.

Direct and evaluate student aid packaging policies to determine appropriate allocation of funds to specific categories of students.

Coordinate assigned student aid activities with those of other College divisions and departments.

Accurately complete required federal, state, and institutional reporting requirements as appropriate (such as IPEDS)
Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Coordinate federal, state and College programs to meet deadline dates and reporting responsibilities; act as a liaison with federal, state and private agencies regarding student aid.

Direct and administer the College scholarship program; develop and evaluate recommendations for related policies and procedures.

Develop and maintain effective information dissemination and public relations on student aid matters.

Complete weekly reports documenting office productivity.

Implement and coordinate effective default management practices.

Develop and maintain effective information dissemination and public relations on student aid matters.

Reviews the satisfactory academic progress of students

Maintains Family Educational Rights and Privacy Act (FERPA) guidelines with the processing of student financial aid information

Distributes and reconciles Pell Grant, SEOG, loans, state grants and scholarship funds

Maintains the web-site for the Financial Aid office

Perform related duties as assigned.

**IV-6.13.4 Qualifications**

**IV-6.13.4.1 Knowledge of:**

Principles of effective public relations with federal, state and private agencies.

Applicable federal and state laws, rules and regulations regarding student aid programs.

Research methods and techniques of report presentation.
Record keeping and reporting procedures.

Modern office methods and equipment, including data processing applications.

IV-6.13.4.2 Ability to:

Lead the College’s Financial Aid Department

Plan, organize and execute a comprehensive student aid program.

Understand, interpret and apply laws, rules and regulations as they apply to student aid programs.

Interpret and apply College policies, procedures, rules and regulations.

Communicate effectively, both orally and in writing, including preparation of reports utilizing technical and statistical information.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administration.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-6.13.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years as a Financial Aid Director, responsible administrative or staff experience in financial aid (Title IV) assistance programs.

Training:

A Masters degree from an accredited college or university in business administration or a closely related field; or equivalent.
IV-6.14 Director of Institutional Effectiveness

IV-6.14.1 Definition

Provide managerial oversight, expertise and analysis supporting strategic tactical and operational decisional needs of the College’s supervisors. Collect data, analyze such data, and make recommendations based upon the data analysis in areas such as, but not limited to, College-wide assessment planning, evaluation of academic and service-support assessment reports, assemble of back-up documentation supporting assessment measures and findings. Ensure timely completion of reports required be Accrediting Agencies, Department of Education, and Department of Labor, State Board of Community Colleges, North Carolina Community College System (NCCCS) and other external reporting agencies. Establishing and maintaining report quality control measures, information rubrics and metrics supporting internal and external reporting needs for College decision makers. Use logic and decision techniques for complex mnemonics, including but not limited to, those mnemonics necessary for timely and accurate information for those responsible for updating the College catalog, Student Handbook, State of the College video, and data-driven website pages. Collect, analyze, and meet data compliance needs of federal, state, local, and other external stakeholders. Provide timely data queries and related support, in areas where Datatel rights have been assigned, for the President, Executive Council, Associate Vice-Presidents, Deans, Directors, and other supervisors of the College. Coordinate and manage document control activities at the College, including documents required to demonstrate accreditation agency compliance.

IV-6.14.2 Supervision Received and Exercised

Receives general supervision from the Vice President for Human Resources and Institutional Effectiveness.

Exercises general and functional supervision of para-professional and clerical staff, as assigned.

IV-6.14.3 Essential Duties- Duties may include, but are not limited to, the following:

Operation of electronic data systems to research, analyze, develop, and produce a variety of statistical reports and summary data to facilitate data-driven decision making.
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Director of Institutional Effectiveness (Continued)

Operation of computer and software systems to produce Datatel Informer reports and/or Microsoft Excel, Word, and Access for use in decision support needs of both internal and external stakeholders.

Design decision support tools in collaboration with academic and service-support department supervisors.

Determine data definitions for reports and maintain a data dictionary/legend to support clarification of data reported to internal and external stakeholders.

Lead and provide College-wide assessment support and oversight, by monitoring and maintaining the WeaveEngaged® Assessment Management System software, ensuring academic and service-support department’s compliance with Southern Association of Colleges and Schools (SAC-COC) core requirements, comprehensive standards and federal requirements standards.

Develop and teach professional development courses in the Fall and Spring Semesters related to: (1) data-driven analysis and decision making processes and (2) use of WeaveEngaged® Management Assessment System software and maintenance of annual assessment plans.

Provide the President, Executive Council, and other College Supervisors with data reports that include an analysis of data, hypotheses and assumptions based upon the data analysis, trend charts, line graphs, and related decision support tools.

Conduct data analysis for annual surveys and evaluations and provide hypotheses, assumptions, and trends to support decisions for continuous quality improvements.

Determine the technical and operational requirements of decision support systems by analyzing current tools and to meet end-user needs in a timely manner.

Serve as the College IPEDS Keyholder and ensure all Keyholder responsibilities are fulfilled and IPEDS reporting remains to Department of Education quality standards.

Ensure and coordinate the timely submission of data updates for various external agencies including the College Board, Wintergreen, and other agencies that share College information with the general public.

Provide direct support to the VP Academic and Student Services to assist in timely and accurate completion of reports necessary to demonstrate compliance with SACSCOC accreditation requirements.
Perform research related to quality improvement projects and submit a minimum of three proposals annually to present such projects at Local, State, and National conferences and seminars.

Attend State and National conferences and seminars to remain current in data management procedures as changes and data patches are released for software used in data collection, analysis and reporting.

Ensure the appropriate and accurate representation of College data in publications and the web site.

Manage the SACSCOC budget in coordination with the VP for Academic and Student Services and record expenditures and documents for budget reconciliations, as appropriate.

Provide timely and accurate admissions, enrollment, and related academic and student service reports to the VP for Academic and Student Services necessary to manage ongoing enrollment and FTE growth at the College.

Performs other duties, as assigned.

IV-6.14.4 Qualifications

IV-6.14.4.1 Knowledge of:

Microsoft Office Suite applications.

Database concepts and technology.

Higher education data reporting systems, demonstrating compliance with IPEDS requirements, NCCCS Performance Measures reporting requirements, and annual Higher Education Act data compliance reporting.

Informer query building necessary to support data-driven decisions.

Organizational and analytical practices to provide data analysis and recommendations related to continuous quality improvements in programs, policies, procedures and operational needs.

Information databases including creation and maintenance of user-friendly data dashboards.

SAS OnDemand for Academics tools, analytics, and reporting features.
Basic statistics, data collection, statistical analysis, and reporting methods and procedures.

Basic research methodologies.

**IV-6.14.4.2 Ability to:**

Provide professional development training and oversight of hard-copy and virtual filing systems used at the College.

Understand and interpret College priorities, goals, and objectives and develop data queries, and data analysis in support of changes in priorities, goals, and objectives.

Analyze complex problems and data requests, and develop logical, accurate, and timely solutions.

Design and learn decision support tools and applications.

Communicate effectively both orally and in writing.

Read and interpret technical publications, manuals, and documents.

Establish and maintain effective working relationships with colleagues and external stakeholders.

**IV-6.14.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of responsible experience involving institutional level data collection and analysis a minimum of one year supervisory experience.

**Training:**

A Master's degree from an accredited college or university in Statistics, Project Management, Organizational Behavior, Computer Science. Education Administration, Computer Programming, Business Administration, or a closely related field; or equivalent. While not required, certification in Six-Sigma, Institutional Research and related
Research Practices, or other continuous quality improvement certifications, are desired as those certifications will increase performance in this position.
**IV-6.15 Director of Intercollegiate Athletics**

**IV-6.15.1 Definition**

To plan and organize intercollegiate athletics; provide highly responsible administrative staff support to the Senior Vice President for Academic and Student Services.

**IV-6.15.2 Supervision Received and Exercised**

Receives direction from the Senior Vice President for Academic and Student Services.

May exercise direct supervision over students, coaches, professional and clerical staff.

**IV-6.15.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Increase student participation in intercollegiate athletics.
- Provide opportunities for faculty, staff, and administrators involvement in intercollegiate athletics.
- Assess student interest in intercollegiate athletic on a periodic basis.
- Provide intercollegiate athletics program and activities to enhance the campus environment.
- Disseminate information on intercollegiate athletics through on campus means and campus web-site and social media outlets.
- Provide advice, counseling, and intervention when necessary to insure student-athlete success and compliance with campus code of conduct, academic progress, retention and NJCAA eligibility.
- Provide necessary athletic program information for campus academic and policy handbooks.
- Coordinate with intramurals and related student activities with Health and Fitness Science Associate program coordinator for facility and equipment needs.
Secure necessary campus and off campus facilities for full function of intercollegiate athletics.

Maintain an open exchange of ideas and information with students, faculty, and staff.

Provide direct supervision over intercollegiate athletics in HOS Gym, other campus facilities and off campus athletic sites.

Coordinate travel of intercollegiate teams and use of campus vehicles. Coordinate list of available drivers with Vehicle Reservations.

Coordinate with Campus Security for personnel for athletic events on and off campus.

Intercede when necessary to insure a safe and friendly campus environment.

Recommend corrective action to improve student behavior.

Interpret school policies, rules, and code of conduct.

Insure compliance with college rules, regulations, and code of conduct.

Serve on a variety of institutional and ad hoc committees and task forces; research and develop recommendations related to programmatic and administrative affairs of the College.

Represent Student Services, specifically intercollegiate athletics, at community and outside organization functions including career days and conferences.

Perform related duties as assigned.

**IV-6.15.4 Qualifications**

**IV-6.15.4.1 Knowledge of:**

Subject matter related to intercollegiate athletics.

Principles and practices of program management.

Methods and techniques of program development and evaluation.

Applicable laws, rules, regulations, and procedures.
Principles of supervision including motivation and disciplinary action of students.

College organization, including policy and procedural development.

Computer hardware and software.

Principles and practices of financial record keeping.

Principles, practices, and methods of proper marketing and publicity.

IV-6.15.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned students and staff.

Monitor student behavior in Athletic Facilities on and off campus and take appropriate action.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Prepare, analyze, and implement appropriate recommendations related to assigned program affairs.

Effectively market intercollegiate athletic programs.

Evaluate intercollegiate athletic programs and implement improvements.

Interpret and apply College policies, procedures, rules and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Communicate clearly and concisely, both orally and in writing.

Use a personal computer to maintain records, to plan and schedule intercollegiate athletics
IV-6.15.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of responsible program administration experience in the development and supervision of a college level intercollegiate athletic program or related field.

**Training:**

A Master’s degree from an accredited college or university related to area of assigned program; or equivalent.
IV-6.16 Director of Library Services and Student Learning Center

IV-6.16.1 Definition

To plan, organize, implement and direct the activities and operations of the College Library & Student Learning Center; to include reference, circulation, audio visual and technical services; to provide for general instruction and assistance to students using established materials, computer tutorial exercises, and other learning aids and resources; to supervise staff and faculty working within the Library & Center; to provide highly responsible and complex administrative staff support to faculty and administrative staff; and to coordinate assigned activities with other College departments, off-site facilities and faculty.

IV-6.16.2 Supervision Received and Exercised

Receives general direction from the Vice President for Academic & Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

IV-6.16.3 Essential Duties - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures related to the College’s library and student learning programs and services; develop and implement new or modified programs and procedures. Interpret and implement College policies.

Develop, recommend and administer the library’s and student learning center’s budgets; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance appraisals; provide or coordinate staff training.

Participate in the selection of library and student learning center personnel; interview applicants and recommend candidate for hire.
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Director of Library Services and Student Learning Center (Continued)

Oversee and coordinate the administrative operations within the library and student learning center; monitor and evaluate workload; develop and implement policies and procedures.

Evaluate library collections and services.

Develop policies and priorities for the acquisition of library materials; solicit the recommendations of faculty and staff; review publicity materials and evaluations; determine final selection of acquisitions.

Coordinate and direct efforts to automate library services and activities.

Coordinate with Cumberland County Library for support to FTCC students at the Spring Lake Branch Library.

Research and identify new tutorial and instructional resources and aids available to assist students in learning academic concepts; prepare recommendations and summary of analyses.

Supervise and direct the development of user manuals and documentation for instructing students in the usage of Success Learning Center materials and resources including computers and related software packages.

Provide general instruction and assistance to students on a variety of Center and course related matters; review student work in progress and assist in resolving problems.

Monitor students involved in laboratory activities; ensure student compliance with Center policies and procedures.

Design and implement evaluation tools to assess Student Learning Center usage and student benefits; prepare reports and statistics documenting Center program usage.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Coordinate assigned programs and activities with faculty, other College departments and off-site facilities.

Work with faculty and staff, recommend the selection of appropriate resources for instructional support; provide related documentation and materials.

Order and maintain inventories, supplies, materials and equipment; maintain appropriate records.
Maintain the Center; ensuring that routine maintenance and minor repairs are performed on computer equipment; coordinate and schedule maintenance and repair with outside vendors.

Maintain software library ensuring that back-up copies and archival disks are reproduced as necessary.

Build and maintain current subject knowledge in applicable academic subjects.

Perform a variety of professional librarian duties; provide technical staff assistance as needed.

Perform related duties as assigned.

**IV-6.16.4 Qualifications**

**IV-6.16.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles of supervision including employee training and performance evaluation.

Techniques of budget development and administration.

Principles and practices of library organization and administration.

Library automation and information retrieval systems.

Available learning resources and study aids available to assist students with academic studies.

Current software packages and their applications to facilitate the learning process.

College curricula in applicable academic and non-academic subject areas.

College library materials selection standards and policies.

Research techniques and methods of report preparation.
Principles of supervision including employee professional development training.

**IV-6.16.4.2 Ability to:**

Develop and implement library and student learning programs and services applicable to the needs of College students, faculty, and other users.

Administer the activities, services and operations of a College library and student learning center.

Research, analyze and recommend appropriate tutorial approaches and aids including filmstrips, cassette tapes, computer software packages and related hardware needs.

Demonstrate correct methods, practices and techniques for utilizing Student Learning Center accessories and equipment.

Communicate clearly and concisely, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Train, supervise and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and recommend appropriate recommendations related to College academic and administrative affairs.

Maintain effective work relationships with students, outside organizations, and College academic and administrative staff.

**IV-6.16.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of professional library experience and a minimum of two years of administration and supervision of a college library.
Training:

A Master of Library Science degree from an accredited college or university, or equivalent.
IV-6.17 Director of Management Information Services

IV-6.17.1 Definition

To manage and maintain the College's technical staff providing network, systems, application development, and support services to the entire organization. The director in the role of chief information officer (CIO) works to ensure that technology implementation occurs in an integrated manner and for the benefit of both academic and administrative purposes. Serve as the approval authority for all data processing and data communications procurement. Provide highly complex technical and staff assistance.

IV-6.17.2 Supervision Received and Exercised

Receives administrative direction from the Vice President for Technology.

Exercises direct supervision over technical and clerical staff.

IV-6.17.3 Essential Duties- Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the provision of data processing data communications and computer support services; develop and implement new or modified programs, policies and procedures.

Prepare the management information systems budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.

Direct, oversee and participate in the development of the data processing and data communications work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Coordinate assigned data processing and data communications activities with those of other College staffs; develop, prepare and present recommendations and reports as requested.
Participate in the development of long and short range automation plans for the College; forecast needs and requirements; provide recommendations.

Participate in the development of the College technology plan.

Prepare Management Information Services (MIS) departmental assessment plan.

Design systems and supporting materials; coordinate overall system development.

Develop and implement data processing standards and procedures.

Provide or coordinate staff training to maintain technical standards; conduct staff meetings to disseminate current information and to review and revise office procedures.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Serve on a variety of committees and task forces; research and develop recommendations related to the administrative affairs of the College.

Select, supervise, train, motivate and evaluate staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; recommend employee terminations.

Oversee and coordinate the administrative activities of the Department; monitor and evaluate workload.

Represent the College at community and outside organization functions related to areas of responsibility.

Perform related duties as assigned.

IV-6.17.4 Qualifications

IV-6.17.4.1 Knowledge of:

Principles and techniques of automated systems development, program planning and computer programming and data processing.

Computer methods and techniques, and systems procedures analysis and design.

Computer communications, local and wide area computer networks, and hardware and software used in data communication.
Computer hardware capabilities, requirements, and operations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Principles and practices of supervision, training and personnel management.

Research techniques, methods and procedures.

Budgeting procedures and techniques.

**IV-6.17.4.2 Ability to:**

Organize, direct and implement a comprehensive management information services program.

Organize, direct and implement a complex data network.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Plan, assign, supervise and review system analysis, design and programming activities and computer operations.

Effectively develop, implement and evaluate programs and strategies designed to provide comprehensive management information systems and services to the College.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Gain cooperation through discussion and persuasion.

Analyze and assess vendor hardware and software and make logical and appropriate recommendations and decisions.

Communicate highly technical information in a clear and concise manner to technical and nontechnical individuals.

Supervise, train and evaluate personnel.
Prepare and administer a budget.

IV-6.17.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in programming and systems and procedures analysis, including at least two years of supervisory experience.

**Training:**

A Master’s degree from an accredited college or university in computer science, information systems or a closely related field; or equivalent.
IV-6.18 Director of Media Services

IV-6.18.1 Definition

To manage, direct and coordinate the activities of the Media Services department including the production and distribution of instructional aids and materials and the scheduling and delivery of audio visual equipment and materials to faculty and administrative staff; to coordinate assigned activities with faculty, students and other College divisions and departments.

IV-6.18.2 Supervision Received and Exercised

Receives general direction from the Vice President for Technology.

Exercises direct and indirect supervision over assigned professional, technical and clerical staff.

IV-6.18.3 Essential Duties- Duties may include, but are not limited to, the following:

Manage, direct and organize media service activities including the production and distribution of instructional aids and materials, development of marketing and public information materials, the scheduling and delivery of audio visual equipment and materials for faculty and staff use.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Identify and recommend new and innovative ways to utilize media and communications technology to achieve College goals and objectives.

Work as a team member to enhance utilization of new and innovative teaching methods.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Direct, oversee and participate in the development of the department work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
Provide direction and advice to staff and faculty on assigned projects and programs.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Conduct college-wide evaluations of the products and services provided by the department; assess College needs and revise systems, procedures and service products accordingly.

Coordinate assigned activities with faculty, students, and other College divisions and departments.

Prepare the media services department budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.

Identify equipment and order supplies and materials for the department; monitor and approve all expenditures.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Perform related duties as assigned.

**IV-6.18.4 Qualifications**

**IV-6.18.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Communications and media technologies, systems and procedures.

Audio visual equipment, software and their uses in an educational setting.

Professional media and communications standards.

Budgeting procedures and techniques.
Principles and practices of supervision, training and personnel management.

**IV-6.18.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

**IV-6.18.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in communications, media production or a closely related field, including two years of administrative and supervisory responsibility.

**Training:**

A Bachelor's degree from an accredited college or university with major course work in communications, media production or a related field; or equivalent.
IV-6.19  Director of Military Programs and Veterans Programs

IV-6.19.1 Definition

To plan, organize and direct the continuing education and curriculum activities on Fort Bragg, to include: recruiting, marketing, registration, program oversight, and administrative activities of assigned occupational, vocational, or avocational programs of study. Coordinate Fort Bragg activities with other College divisions, departments, and outside organizations. Provide highly responsive academic and administrative staff support to the Associate Vice President for Military and Veterans Programs.

IV-6.19.2 Supervision Received and Exercised

Receives general direction from the Dean of Enrollment Management

Exercises direct and indirect supervision over professional, technical, and clerical staff for Military and Veterans Programs at Fort Bragg and Fayetteville Campus.

IV-6.19.3 Essential Duties

Duties may include, but are not limited to, the following:

Assist in the planning, development, implementation, and administration of College goals and objectives as well as policies, procedures and programs related to Fort Bragg and military-affiliated students.

Plan, organize and direct curriculum and continuing education activities on Fort Bragg to include: recruiting, marketing, testing, counseling, admissions, registration, program oversight, and academic and administrative activities of assigned educational, occupational, vocational, or avocational programs of study.

Supervise, manage, and direct day-to-day operations at Bragg Center and other assigned locations on Fort Bragg and Fayetteville Campus.

Direct, train, inspire and evaluate assigned staff. Perform duties associated with supervising staff to include assigning work, providing professional development and training, establish performance standards, appraising employee work, and providing guidance, direction and discipline as necessary.

Interview, evaluate, and recommend selection of new staff and faculty members.
Maintain liaison and effective relations with Fort Bragg Army Continuing Education System Officer and staff, Army/Air Force Education Center Directors, Counselors and other Education Center personnel.

Collaborate with outside agencies in support of the Veterans’ Center.

Administer Servicemembers Opportunity College Associates Degree (SOCAD) program; obtain advice and resources from the Army for educational programs; submit applications and oversee processing of tuition assistance funds from the Army.

Participate in the compilation and development of off-campus course schedules; ensure that schedules provide optimal opportunities for the student population; report grades and reports as requested.

Oversee academic advising to active duty military personnel, dependents, Civil Service employees, retirees, and other students enrolled in FTCC programs, evaluate military training and experience in accordance with SOCAD, ACE, and College guidelines; access student standings and needs and suggest alternative courses of action; and settle student grievances.

Advise veterans on educational benefits and services available; assist veterans securing benefits.

Interview and process veterans into the appropriate VA program, establish appropriate level of financial aid; monitor student activities to ensure compliance with program requirements.

Advise students on a variety of academic and administrative matters; review and recommend approval of student positions; and settle student administrative grievances.

Monitor, oversee and coordinate the development of educational programs within assigned instructional units and ensure that such courses comply with College policies, procedures, goals, and objectives.

Develop, review, recommend, and monitor course outlines, materials and textbooks; stay abreast of instructional techniques and methods; coordinate and ensure proper materials and textbooks are available for Fort Bragg.

Coordinate with appropriate Student Services Directors and Coordinators and Academic Deans and Department Chairpersons to ensure support of College mission, especially in the areas of registration, admissions, counseling, Veterans Affairs, SOCAD and other related support activities.
Participate in annual WeaveEngaged® strategic planning process, including assessment plans, outcomes, measures, findings, and future action plans based on the assessment plan findings. Establish and maintain metrics for Fort Bragg operations and processes.

Plan, coordinate, and participate in local community and regional outreach activities to include education fairs, open houses, and information sessions; represent the College at community and outside organization functions; serve on a variety of ad hoc committees and task forces as required.

Monitor and coordinate the execution of the Department of the Army Contract for education services on Fort Bragg. When required, assist AVP for Military & Veterans Programs in preparing contract bid submissions for new Department of the Army contracts.

Oversee Basic Skills Education Program in accordance with guidelines outlined in Fort Bragg and FTCC Memorandum of understanding between FTCC and Ft.Bragg.

Participate in the development and administration of department budgets; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures.

Confer with and provide staff assistance and advice to higher level management on academic and administrative matters; develop, prepare and present recommendations and reports as requested.

Participate in the marketing and advertising of programs and activities on Fort Bragg; prepare advertising brochures and materials; recruit and retain students; prepare and present presentations to outside contacts.

Recruit veterans, eligible person, National Guard and selected reserve persons for College academic, technical and vocational programs.

Perform related duties as assigned.

IV-6.19.4 Qualifications

IV-6.19.4.1 Knowledge of:

Advanced principles, practices, and techniques of student counseling and advisement.
Curriculum and subject matter related to off-campus programs.

Rules and regulations relating to military personnel.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of academic program curriculum development and evaluation.

Principles of budget development and administration.

Principles and practices of personnel supervision, training and evaluation.

Applicable codes, local ordinances and regulations.

A variety of modern office equipment including computers.

Methods and techniques of program marketing and publicity.

IV-6.19.4.2 Ability to:

Oversee and train academic and administrative staff.

Develop programs, projects and services to meet the needs of the military-affiliated population.

Leverage technology to increase office efficiency and reporting requirements.

Analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of College goals.

Maintain a clean, efficient and safe working environment.

Advise military-affiliated students on a variety of academic, personal and administrative matters.

Gain cooperation through discussion and persuasion.

Analyze, prepare and implement program recommendations.
Interpret and apply College policies, procedures, rules and regulations to assigned program responsibilities.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Effectively market College programs and recruit part-time faculty on Fort Bragg.

IV-6.19.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in program development and administration of academic programs in a college or university setting including specific work directly related to support of military requirements.

**Training:**

A Master’s degree from an accredited college or university in education, counseling, business administration or a closely related field; or equivalent.
IV-6.20 Director of Public Safety and Security (Chief)

IV-6.20.1 Definition

To plan, organize and supervise campus safety and security services and programs; to supervise and coordinate campus parking and vehicle registration; and to perform a variety of tasks related to campus security ensuring that the overall mission of FTCC can be accomplished in a safe and secure environment. Promoting positive community services and relations with the College and local community. Ensure a comprehensive Crime Prevention Program is sustained. Provide oversight of key/access control systems and identification card processing. Support College Title IX Coordinators by conducting Title IX investigations and collecting evidence for data-driven decisions related to Title IX and other misconduct of faculty, staff and students. Comply with Clery Act federal mandates, including annual reporting. Provide training to the Assistant Director of Public Safety and Security (Captain) and other security supervisors to assure high standards of performance across a multi-campus operation.

IV-6.20.2 Supervision Received and Exercised

Receives direction from the Vice President for Administrative Services.

Exercises direct supervision over College security personnel including contract employees and liaison with law enforcement agencies.

IV-6.20.3 Essential Duties - Duties may include, but are not limited to, the following:

Manage, direct and organize Public Safety and Security Department activities including planning, organizing, prioritizing, assigning, supervising, and review the work of personnel involved in the provision of campus traffic control and security for multi-campus locations providing a safe working and study environment.

Identify and recommend new and innovative ways to utilize technology to achieve college safety and security goals and objectives.

Recommend and assist in the implementation of goals and objectives: establish schedules and methods for providing campus Public Safety and Security; implement policies and procedures.

Evaluate safety and security operations and activities.
Serve as the Chairperson for the Clery Act Committee and resource person for the Safety and Physical Facilities Committee. Develop a comprehensive College Safety Plan incorporating recommendations from the Committee.

Provide input for the development of the Public Safety and Security Department budget; Forecast additional funds needed for staffing, equipment, materials and supplies; and administer the approved budget.

Participate in the selection of security personnel; provide or coordinate security officer training; work with personnel to correct performance deficiencies; conduct personnel evaluations; and implement disciplinary procedures as necessary.

Develop contingency plans and procedures for emergencies to include but not limited to: bomb threats, hostage situations, and workplace violence prevention, fires and terrorist threats.

Provide information and assistance to students, staff, faculty and visitors; review complaints and recommend corrective action as necessary.

Assist with identifying safety hazards and meeting OSHA safety standards; maintain OSHA accident records; conduct fire prevention inspections, both internally and with the Fayetteville City Fire Safety Inspector, to include fire extinguisher checks.

Conduct security surveys of all facilities and parking lots to maximize lighting standards and maintain adequate protection.

Develop a comprehensive Crime Prevention Program; publish crime reports as required by the Campus Security Act; conduct resources protection training for employees who handle funds.

Establish and maintain an effective campus vehicle registration program.

Coordinate parking requirements for day to day operations and special functions; ensure parking lots are monitored for violations and safety hazards; review parking citations and develop a program to collect fines; and annually update the Public Safety and Traffic Rules and Regulations pamphlet.

Make inquiries into violations of federal, state and local laws, as required by the Clery Act of 1990. Coordinate with law enforcement agencies as necessary and assist in any investigation.

Ensure persons who violate the rules and regulations are identified; the incident is properly documented and referred to the proper agency or Dean.
Provide liaison with all local, state and federal law enforcement agencies in order to maintain a safe and secure campus environment.

Ensure proper documentation is completed for all incidents and accidents and is forwarded to the appropriated department or agency.

Monitor adverse weather/emergency conditions and make recommendations to the Vice President for Administrative Services.

Coordinate with radio/TV stations regarding College emergency closings and delays.

Respond 24/7 to College concerns or emergencies as required.

Provide support and assistance to the College’s Title IX Coordinator/Deputy Title IX Coordinator in cases of sexual harassment, sexual assault/violence, stalking, intimate partner and relationship violence, gender discrimination, bullying, and cyber-bullying by investigating claims and providing detailed reports upon which decisions are made related to Title IX and related issues for faculty, staff and students.

Conduct Title IX investigations in a manner which complies with Title IX, Clery Act, Violence against Women Act and Office of Civil Rights in support of the Title IX Coordinator/Deputy Title IX Coordinator.

Perform other duties, as assigned.

**IV-6.20.4 Qualifications**

**IV-6.20.4.1 Knowledge of:**

Organizational and management practices as applied to the analyses and evaluations of programs.

Policies and operational needs, principles, practices, methods, procedures and standards of law enforcement, security and public safety.

Applicable laws, ordinances, and college policies, procedures and regulations.

Principles and practices of organization, administration, supervision, training, and personnel management.
Procedures for conducting legally sufficient investigations and report outcomes in accordance with the Clery Act and Title IX of the Education Amendments of 1972.

Computer software to maintain a Title IX/Clery Act electronic log of events and circumstances required by the Office of Civil Rights and Department of Education which is subject to inspection and evaluation in connection with Clery Act Reporting requirements.

Safety and security technologies, systems and procedures. Maintain electronic databases through software programs that include Microsoft Office Suite with special emphasis on Microsoft Office Word and Excel to maintain proper reporting records.

Budgeting procedures and techniques.

Emergency action procedures.

**IV-6.20.4.2 Ability to:**

Plan, supervise, schedule and coordinate campus safety and security services.

Interpret, apply and enforce applicable laws, ordinances, and regulations and policies.

Identify safety hazards and meet OSHA safety standards; conduct fire prevention inspections of campus facilities.

Conduct crime prevention and security surveys of College facilities to include lighting standards for adequate protection.

Conduct crime prevention training to include anti-robbery training for personnel handling funds.

Document incidents and accidents and forwarded to the appropriate department or agency for action.

Establish and maintain effective working relationships with internal and external personnel and organizations.

Review complaints and recommend corrective action as necessary; collect, compile and analyze campus crime data.

Provide liaison support to local law enforcement agencies in collection of evidence related to crimes or criminal activity.
Administer individual employee contracts.

Prepare and administer a budget.

Communicate effectively, both orally and in writing.

Manage a hierarchical organizational structure based upon task and requirements; select, supervise, train, schedule and evaluate personnel.

**IV-6.20.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Seven years of increasingly responsible experience in law enforcement, security, or related experience, including five years of administrative and supervisory responsibility. Must be able to successfully pass a background investigation for initial employment.

**Training:**

A Bachelor’s Degree from an accredited college or university with major course work in criminal justice, law enforcement, or related field; or equivalent. Preferred training includes a Master’s Degree from an accredited college or university with major course work in the fields listed above and certification or specialized training in Title IX/Clery Act Investigations.

**License of Certificate:**

Possession of or ability to obtain an appropriate, valid, North Carolina driver's license.
**IV-6.21 Director of Quality Enhancement Plan (QEP)**

**IV-6.21.1 Definition**

The QEP Director will plan, organize, monitor, and direct the daily activities of the I-PASS Center for developmental students; be responsible for the successful implementation and assessment of the QEP, mandatory for SACSCOC reaffirmation; provide guidance for developmental students to utilize PLATO, advising and registration, counseling services, career exploration, and tutorial services; be responsible for data collection and assessment of the I-PASS Center; direct and supervise the Records Clerk, Counselor, and all part-time and full-time advisors; and coordinate I-PASS activities campus-wide.

**IV-6.21.2 Supervision Received and Exercised**

Receives general direction from the Senior Vice President for Academic and Student Services.

Exercises direct supervision over assigned technical and clerical staff and functional supervision over professional staff.

**IV-6.21.3 Essential Duties**

Duties may include, but are not limited to, the following:

Implement a policy and procedure manual for operations of the I-PASS Center including materials to assist in the proper maintenance and updating of software and hardware needs.

Manage PLATO for gathering data for the QEP and FTE calculation for time spent beyond classroom directives.

Provide instruction and assistance to students for advising, registration, tutoring, tutorial resources, counseling, and career exploration.

Hire, monitor, and supervise lab technicians, part-time advisors, records clerk, counselor, and student workers.

Provide specialized, intensive training for all employees of the I-PASS Center and follow-up with an evaluation of employee performance objectives.

Implement, evaluate, and assess the QEP to ensure success for SACSCOC reaffirmation.
Schedule seminars and workshops throughout the term for both students and faculty.

Conduct and attend regular professional development for identification of best practices in advising and tutoring for implementation in the I-PASS Center.

Coordinate and supervise faculty to offer appropriate and timely resources for faculty, staff, and students.

Develop and implement evaluation tools for assessment of the I-PASS Center usage, student success, and overall effectiveness for SACSCOC reaffirmation and submit findings to Developmental Studies Division Chair, and Vice President of Academic and Student Services.

Order and maintain supplies, materials, equipment, and software keeping appropriate records.

Maintain equipment and schedule appropriate maintenance when needed.

Perform related duties as assigned.

**IV-6.21.4 Qualifications**

**IV-6.21.4.1 Knowledge of:**

Available resources (counseling, tutoring, career counseling, advising, registration, etc.) and tutoring software to assist developmental students with their coursework.

Hardware and software needs for student success.

Established data management and analysis practices with appropriate assessment.

Research practices and effective methods of tracking and recording data.

Best practices of supervising including professional development training for faculty and staff.

Best practices of effective tutoring, advising, and counseling.
IV-6.21.4.2 Ability to:

Provide assistance to students regarding advising, registration, counseling, career counseling, and tutoring.

Demonstrate appropriate methods, practices, and techniques for utilizing software and other equipment in the I-PASS Center.

Train and supervise I-PASS Center faculty and staff.

Prepare and disseminate information on seminars and workshops for faculty, staff, and students.

Research and analyze appropriate tutorial techniques.

Establish and maintain effective working relationships with those who utilize the I-PASS Center.

Communicate clearly and concisely, both orally and in writing.

IV-6.21.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible experience supervising faculty and instructional program staff in a variety of academic and program areas; possess a thorough understanding of a variety of instructional techniques and methods, including computer-based learning resources.

Training:

A Master’s degree from an accredited college with major course work in education, advising, counseling, or a related field, or equivalent.
**IV-6.22 Director of Small Business Center**

**IV-6.22.1 Definition**

To manage and administer all aspects of the Small Business Center programs, which has the goal of serving the developmental needs of small businesses in Cumberland County through education, training, counseling, and technical assistance activities.

**IV-6.22.2 Supervision Received and Exercised**

Receives general supervision from the Dean of Corporate and Industry Training.

**IV-6.22.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Administers all facets of the center's day-to-day operations, including the planning, promotion, and implementation of courses, seminars, and public events. Maintain accurate records, budgeting preparation and control, and coordination of all related center activities, including ongoing program evaluation.

- Maintain close contact with the local small business community, chamber of commerce, professional organizations, trade associations, and other small business agencies.

- Promotes and supports the start-up and survival of small businesses as well as the increased productivity and financial viability of existing small business operations, including the number of persons employed by small enterprises, especially women and minorities.

- Recruits, orients, and supervises all program instructors and presenters, including volunteers recruited to provide counseling, technical assistance, and other appropriate forms of support for prospective and existing small business operators.

- Identify small business community needs and initiate plans and/or activities to meet the needs.

- To establish and maintain a training center for computer and software materials available to the small business.
Promotes the mission and activities of the Small Business Center throughout the service area by all appropriate means, including public speaking engagements and maintains effective partnerships with local, state, federal and educational agencies.

Evaluate activities to maintain high level of quality and up-to-date information.

Provide one-on-one confidential counseling for the prospective and existing small business owner.

Work in a team to enhance the county and college economic development efforts.

Organize and coordinate a Small Business Advisory Board.

Submit accurate records and reports on the small business center accomplishments.

Direct, supervise, and assist in the development and implementation of course outlines and other materials prepared by instructors and presenters for class use, including course handouts, exercises, and test.

Take initiative in starting new activities.

Perform other duties assigned by the director, associated vice president, or president.

**IV-6.22.4 Qualifications**

**IV-6.22.4.1 Knowledge of:**

Knowledge of the small business community within the college’s service area.

Skilled in Microsoft Word, Excel, PowerPoint, and Access.

Principles and practices of organization and management.

College organization, including policy and procedural development.

Principles of budget development and administration.

**IV-6.22.4.2 Ability to:**
Present yourself in a professional and articulate manner, and gain respect from the business community.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively market College programs and recruit part-time faculty.

Maintain effective work relationships with members of the community, the student population and College academic and administrative staff.

Be self-directed and to complete work independently.

IV-6.22.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five or more years of successful business experience in an ownership or executive management capacity, required. Disclosure of having been a principle officer or owner for any business which filed bankruptcy within the past seven years

Training:

A baccalaureate degree in Entrepreneurship, Business Administration, Accounting, or Finance. Preferred, Master's Degree with at least three years of successful business experience in an ownership or executive management capacity.
**IV-6.23 Director of Student Accounts and Fiscal Controls**

### IV-6.23.1 Definition

To handle a wide variety of professional accounting work to include receipts, student accounts, grants, scholarships, sponsorships, internal controls, compliance, and financial reporting. To review, adjust, reconcile, and prepare reports on general ledger accounts. To provide highly responsible assistance to the Associate VP for Business and Finance in regards to the preparation of year-end close-out of financial records, financial reporting, the coordination of annual audit activities, assessment of internal controls and other assigned responsibilities.

### IV-6.23.2 Supervision Received and Exercised

Receives general direction from the Associate Vice President for Business and Finance.

Exercises direct and indirect supervision over professional, technical, and clerical staff.

### IV-6.23.3 Essential Duties-

Duties may include, but are not limited to, the following:

- Prepare journal entries, CAFR, Single Audit reporting, financial statements and note disclosures in relation to the College’s annual financial reporting process.

- Participate with the annual self-assessment of internal controls (EAGLE) program.

- Direct activities related to the maintenance and testing of the Office of Business and Finance’s Continuity of Operations Plan (COOP).

- Complete annual assessment updates for the Office of Business and Finance using WeaveEngaged®.

- Direct College’s cashiering and student accounts receivable function.

- Oversee and monitor controls over cash to include unannounced cash counts.

- Review/approve transactions initiated by the Accounts Receivable Manager.

- Coordinate and supervise third party sponsorship billings, including Veterans sponsorship programs.
Review and approve transactions related to third party sponsorships, including Veterans sponsorship programs.

Design and prepare financial reports as needed.

Provide technical support to Accounts Receivable in regards to the annual 1098 process.

Provide technical support to Accounts Receivable in regards to system upgrades related to student accounting in Datatel and WebAdvisor.

Provide technical support to Accounts Receivable in regards to upgrades and changes to E-commerce and banking.

Act as the Office of Business and Finance representative to ensure Payment Card Industry (PCI) compliance.

Assist with the maintenance of the College's general ledger accounts in Datatel.

Assist with the assignment of access rights in Datatel.

Participate in the development, planning, implementation, and administration of goals and objectives as well as policies and procedures related to fiscal affairs.

Coordinate assigned duties with those of other departments, outside agencies, and organizations.

Participate in the review, evaluation, and recommendation of improvements to the College's accounting and financial internal controls systems and procedures.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Provide support to the Accounts Receivable Manager in resolving AR/CR problems associated with the Datatel computer software.

Provide highly responsible assistance to the Associate Vice President for Business and Finance related to assigned areas of responsibility.

Perform related duties as assigned.

**IV-6.23.4 Qualifications**

**IV-6.23.4.1 Knowledge of:**
Financial accounting of cash receipts, student accounts, grants, and scholarships.

Principles and methods of financial administration, particularly in the areas of accounting and cash management.

Sound internal controls.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern office practices, procedures, methods and equipment including automated accounting systems.

Laws regulating the financial administration of a community college.

Microsoft Excel and Word.

Hardware and software structures relating to a mainframe computer.

Query language concepts for extracting information from databases.

Applicable federal, State, and local laws, procedures, rules, and regulations.

Generally accepted accounting principles.

Principles of supervision including employee training and performance evaluation.

IV-6.23.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Prepare complex accounting reports and analysis.

Operate standard office equipment including a PC and peripheral devices associated with its use.

Interpret and apply College policies, procedures, rules, and regulations.

Read, interpret and apply complex rules, regulation manuals and other publications.
Communicate clearly and concisely, both orally and in writing.

Ability to operate calculator and PC keyboard with accuracy and speed.

Supervise, train, and evaluate professional, technical and clerical staff.

Gain cooperation through discussion and persuasion.

Maintain effective working relationships with those contracted in the course of work.

**IV-6.23.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of supervisory experience in a financial setting is required. Computer experience is required.

**Training:**

Completion of a Master’s degree from an accredited college or university with major course work in accounting, finance, business administration, or completion of a Bachelor’s degree from an accredited college or university with a major course work in accounting, finance, business administration, or related field with CPA licensure.
IV-6.24 Director of Student Activities

IV-6.24.1 Definition

To plan and organize student activities; Student Government Association; provide support for student clubs and club advisors; provide highly responsible administrative staff support to the Associate Vice President for Student Services.

IV-6.24.2 Supervision Received and Exercised

 Receives direction from the Associate Vice President for Student Services.

May exercise direct supervision over students, professional and clerical staff.

IV-6.24.3 Essential Duties - Duties may include, but are not limited to, the following:

Increase student participation in scheduled campus activities.

Provide opportunities for faculty, staff, and administrators involvement in student activity programs.

Attend student club meetings on a periodic basis.

Provide programs and activities to assimilate all students into the campus environment.

Disseminate information on campus activities.

Provide advice, counseling, and intervention when necessary to insure student success and compliance with campus code of conduct.

Provide support and assistance to student club advisors and officers and maintain an up-to-date Club Advisors Handbook.

Coordinate intramural and related student activities with Recreation Associate department chair.

Maintain an open exchange of ideas and information with students, faculty, and staff.

Promote student success and retention.
Plan, conduct, and evaluate student orientation.

Provide direct supervision over student activities in Student Center, student activities programs, and SGA.

Monitor student activities and behavior in Student Center and related activities.

Intercede when necessary to insure a safe and friendly campus environment.

Recommend corrective action to improve student behavior.

Interpret school policies, rules, and code of conduct.

Insure compliance with college rules, regulations, and code of conduct.

Supervise distribution of college ID cards.

Serve on a variety of institutional and ad hoc committees and task forces; research and develop recommendations related to programmatic and administrative affairs of the College.

Represent Student Services, specifically student activities, at community and outside organization functions including career days and conferences.

Perform related duties as assigned.

IV-6.24.4 Qualifications

IV-6.24.4.1 Knowledge of:

Subject matter related to student activities.

Principles and practices of program management.

Methods and techniques of program development and evaluation.

Applicable laws, rules, regulations, and procedures.

Principles of supervision including motivation and disciplinary action of students.

College organization, including policy and procedural development.

Computer hardware and software.
Principles and practices of financial record keeping.

Principles, practices, and methods of proper marketing and publicity.

**IV-6.24.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned students and staff.

Monitor student behavior in Student Center and take appropriate action.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Prepare, analyze, and implement appropriate recommendations related to assigned program affairs.

Effectively market student activities programs.

Evaluate student activities programs and implement improvements.

Interpret and apply College policies, procedures, rules and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Communicate clearly and concisely, both orally and in writing.

Use a personal computer to maintain records, to plan and schedule student activities, and to make pictured student ID cards.

**IV-6.24.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
Four years of responsible program administration experience in the development and supervision of a college level student activities program or related field.

Training:

A Master's degree from an accredited college or university related to area of assigned program; or equivalent.
IV-6.25 Director of Technology Innovation and Applications

IV-6.25.1 Definition

Provides leadership, integrative management, and direction for the College's technology support for distance education initiatives, interactive 3D and other systems to include strategic planning, budgeting for technology resources, and coordination and integration of technologies to support the college's global education and workforce indicatives. Recommends educational and training technologies and application. Serves as the College's subject matter expert on issues related to administrative, student support, and academic learning systems technologies in education and training.

IV-6.25.2 Supervision Received and Exercised

Receives general supervision from the Vice President of Technology.

Exercises direct and indirect supervision over technical and clerical staff.

Coordinates with the Director of Management Information Services, AVPs, Deans, and faculty.

IV-6.25.3 Essential Duties- Duties may include, but are not limited to, the following:

Provide institution-wide leadership and direction in the management and operation of technologies supporting distance education across the College.

Lead and coordinate the development and implementation of technology innovation, integration and applications for distance education for the College.

Lead, guide, and oversee the budgeting process, and provides leadership in cost and productivity analysis for distance education technologies.

Assist in the coordination and development of distance learning technologies across the College, to achieve maximum institution-wide efficiencies and synergies.

Coordinate the identification and prioritization of required distance learning initiatives among the College's various operating components.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Director of Technology Innovation and Applications (Continued)

Provide direction and leadership in the review of present distance learning systems and methods, and in the formulation of new and revised systems.

Maintain professional contacts with other colleges, external entities, equipment manufacturers, and professional organizations concerning existing and developing information technologies.

Lead and participate in strategic planning for distance education technologies.

Work closely with associate vice presidents, deans, division chairs, department chairs and faculty to facilitate technology support for courses and degree programs through the College's distance education program.

Lead product design development in collaboration with faculty and staff.

Provide technical and procedural direction for the implementation of instructional design products.

Participate in and provide support for the marketing of distance education programs.

Manage the technology budget for distance education support and ensure effective management of resources within established FTCC guidelines.

Write, obtain and manage grants to support distance education resources, workforce training, interactive 3D initiatives and technologies.

Provide oversight for professional development education and training for staff and faculty in application of technologies.

Maintain knowledge and understanding of current and developing distance learning information systems.

Performs other job-related duties as assigned.

**IV-6.25.4 Qualifications**

**IV-6.25.4.1 Knowledge of:**

Current and developing distance education information requirements of a community college.

Academic and administrative functions of a community college.
Current trends and developments in distance education and technologies.

Advanced working understanding of the distance education environment of a community college.

Financial/business analysis techniques.

**IV-6.25.4.2 Ability to:**

Participate in annual strategic planning and advanced leadership.

Provide strong interpersonal and communication skills.

Work effectively with a wide range of constituencies in a diverse community in a collaborative team environment.

Prepare budgets and provide fiscal management.

Lead and coordinate organizational planning and development.

Organize resources and establish priorities.

Identify and secure alternative funding/revenue sources.

Coordinate with cross college functional areas.

Foster a cooperative work environment.

Provide strategic guidance and counsel to college personnel in the assessment and development of existing and/or proposed distance education systems.

Develop requests for and evaluate proposals in reference to leading-edge distance education technology.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.
Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College's systems.

**IV-6.25.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly management responsible and experience in information, technology, or business management in an academic setting.

**Training:**

A Master's degree in Information Systems, Business Administration, Instructional Design or a related field.
IV-6.26 Director of Veterans Services

IV-6.26.1 Definition

To plan, organize, and coordinate the veterans’ services and programs of the College; to coordinate assigned activities with other divisions and departments; and to provide highly responsible staff assistance to the Associate Vice President for Student Services.

IV-6.26.2 Supervision Received and Exercised

Receives direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over professional and clerical staff.

IV-6.26.3 Essential Duties- Duties may include, but are not limited to, the following:

- Manage, coordinate and organize activities, programs and services to the veteran student population.
- Recommend goals and objectives; assist in the development of and implement policies and procedures.
- Directly oversee and participate in the development of the veterans services department work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Evaluate veteran’s service operations and activities; recommend improvements and modifications; prepare various reports on operations and activities.
- Collaborate with outside agencies in support of the Veterans’ Center.
- Coordinate and participate in the provision of academic related services, counseling and support to veterans.
- Advise veterans on educational benefits and services available; assist veterans in securing benefits.
- Recruit veterans, eligible persons, National Guard and selected reserve persons for College academic, technical and vocational programs.
- Explain policies and procedures of College student support programs available to veterans including financial aid and counseling services.
Advise veterans regarding College preparation and entrance requirements; develop, explain and recommend alternative strategies and programs.

Interview and process veterans into the appropriate VA program; establish appropriate level of financial aid; monitor student activities to ensure compliance with program requirements.

Represent the College at community and outside organization functions to promote veteran service programs.

Amend/adjust Veterans Services webpage as needed.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Provide responsible staff assistance to the Associate Vice President for Student Services.

Coordinate assigned responsibilities with faculty and administrative staff to ensure the services provided meet College and student needs.

Perform related duties as assigned.

**IV-6.26.4 Qualifications**

**IV-6.26.4.1 Knowledge of:**

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of educational program marketing.

Applicable federal, state and local regulations, specifically as such pertain to veterans.

Protocols for dealing with outside agencies/veterans’ organizations with respect to the All American Veterans center.

Principles of effective public relations.

Principles of supervision, training and performance evaluation.
IV-6.26.4.2 Ability to:

Organize, direct and implement a comprehensive veteran's affairs program. Oversee the daily operations for the All American Veterans Center

Interpret and apply applicable laws, policies, procedures, rules and regulations.

Effectively recruit veterans for, explain and market College academic programs.

Collaborate effectively with outside organizations to exploit services for the All American Veterans' center.

Evaluate and advise students on a variety of academic matters.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

Supervise, train and evaluate personnel.

Prepares and presents briefings to local Veterans' organizations, government officials or agencies and/or public gatherings

Serve as a liason to local Veterans’ organizations and/or outside agencies

Maintains a high degree of confidentiality regarding veteran students

Attends seminars and training programs for continued compliance and to keep abreast of changes in laws, regulations and procedures

IV-6.26.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in providing counseling services and support to veterans.
Training:

A Master’s degree from an accredited college or university with major course work in public relations, public administration, business administration or a related field; or equivalent experience. Military-related experience preferred (E5 or higher)
**IV-6.27 Executive Director for Marketing and Public Relations**

**IV-6.27.1 Definition**

To plan, organize, coordinate and participate in grant, marketing, promotion, and public relations programs. Activities include grant writing and proposal development, research of available funding sources and opportunities, and monitoring and evaluation of grant projects and programs; to develop public relations and marketing plans College wide; to coordinate the development and production of College publications and promotional literature in all appropriate media; and to coordinate College public relations events.

**IV-6.27.2 Supervision Received and Exercised**

Receives direction from the President.

Exercises direct supervision over assigned staff.

**IV-6.27.3 Essential Duties** 

Duties may include, but are not limited to, the following:

Plan, coordinate and organize grant awards for the College.

Coordinate and administer grant contracts with funding sources and organizations; prepare and submit required reports.

Serve as liaison between the media, College administration, and Board of Trustees.

Coordinate ongoing activities associated with the College’s 5 and 10 year SACSCOC reaffirmation.

Represent the College at community and outside organizations, functions, and activities.

Provide information and editing support for the FTCC State of the College video.

Develop and implement a variety of promotional and public relations activities, special events and functions including publicity, advertising, and promotional plans and strategies.
Executive Director for Marketing and Public Relations (continued)

Coordinate and manage updates and publication of the College Catalog and Student Handbook.

Conceptualize, plan, develop, and execute promotional campaigns based on market research and demographic information supplied by the College and outside sources; develop demographic information to support College promotional efforts.

Coordinate and manage the College’s website.

Develop, design and oversee the production of promotional materials (print and electronic) with academic and administrative staff; provide advice and assistance regarding publication and materials development for all appropriate media.

Coordinate and facilitate Fall Convocation, Spring Assembly, and End-of-Year Faculty/Staff meeting.

Coordinate information released to the press and broadcast media; provide information and assistance to members of the press and broadcast media; prepare news releases; generate media coverage of College events.

Develop and coordinate with the President the College’s Annual Report.

Serve as first point of public information during a campus emergency.

Assist the President with coordination and facilitation requirements for the monthly Board of Trustee meeting.

Provide information and assistance to members of the general public, as well as various outside institutions and organizations; develop and maintain close working relationships with all public groups and organizations which interface with the College.

Complete special projects upon request of the President.

Perform related duties as assigned.

IV-6.27.4 Qualifications

IV-6.27.4.1 Knowledge of:

Principles and practices of grant program development and administration.
Executive Director for Marketing and Public Relations (continued)

Research methods applied to the identification of potential funding sources and opportunities, marketing or promotional campaigns.

Strategic planning and facilitation of SACSCOC core requirements and comprehensive standards.

Principles and practices of grant submission, marketing, promotion, and public relations.

**IV-6.27.4.2 Ability to:**

Organize, lead, direct, and implement a comprehensive institutional grant management.

Use word processing software, publication technologies, and computer applications.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals/objectives.

Assist in developing, implementing and evaluating public relations, promotional, and marketing goals, objectives, policies, procedures, and outcomes.

Apply market research results to the development of sound and effective marketing strategies.

Communicate clearly and concisely, both orally and in writing.

**IV-6.27.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in fund raising, leadership, budget duties, grant writing/administration with experience in marketing, communications, public relations, business, government, education, or a related field.
Executive Director for Marketing and Public Relations (continued)

Training:

A Master’s degree in education or a related field from an accredited college or university, or equivalent.
Executive Director for the Foundation

Definition

To develop, grow, and manage the Foundation's asset development, operating revenue development and planned giving programs. The primary responsibility is to increase philanthropy and gift planning by developing and cultivating relationships that will lead to the identification and recruitment of new donors, and deepening the critical relationships of existing donors needed to increase the assets of the Foundation.

The position manages staff and volunteers to effectively increase each fundraising program including the annual fund drive, giving campaigns, and other planned giving. The position requires an energetic self-starter, able to work independently and in coordination with senior administrators, staff, board members, and volunteers.

Supervision Received and Exercised

Receives general direction from the President.

Exercises direct supervision over technical paraprofessional and clerical staff.

Essential Duties

Duties may include, but are not limited to, the following:

Develop, implement, and manage a year-round development plan and calendar of fundraising activities guiding staff and volunteer activity.

Identify and manage a pool of prospective donors, actively cultivating and soliciting key donors in person with the participation of staff and volunteer leaders.

Work closely with staff and volunteers in planning and managing fundraising events, including annual donor and volunteer recognition.

Guide the Foundation Board in participating actively in a successful and ever-increasing annual fund, where the use of volunteers in networking and making personal contacts is essential. Activities include:

- Marketing honorary and memorial gifts;
- Marketing gift circle/club membership, seeking increasing higher annual gift commitments from individuals and organizations;
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Executive Director for the Foundation (Continued)

- Marketing direct mail, telephone, and web-based appeals; and
- Working closely with marketing staff to create and update fundraising marketing resources, both print and web-based.

Work closely with President to identify priority funding needs and develop funding proposals to business, foundation, and governmental sources.

Develop and present informational presentations to community leaders and the general public.

Work closely with the President and volunteer leaders to develop, organize, and staff an active planned giving program to assist donors exploring their financial and estate needs.

Work closely with the President and Foundation Board leadership to identify and approve clear policies and procedures to guide fundraising activities and gift processing.

Identify, lead, and participate in the development of resource development activities, and projects; coordinate work activities, projects and programs; monitor and evaluate resource development programs and activities; review and evaluate work products, methods, and procedures.

Provide advice to senior level administrators, Foundation Members, and the Board of Trustees related to Foundation activities.

Serve as Executive Director to the Foundation Board; coordinate meetings; prepare status reports.

Manage the donor records database and staff in gift processing and donor acknowledgement activities.

Prepare regular reports of gift activity for Board and volunteer review.

Plan, coordinate and administer Foundation Scholarship and the FTCC Ambassador Program in coordination with the Associate Vice President of Student Services or his/her designee.

Perform other duties as assigned.
IV-6.28.4 Qualifications

**IV-6.28.4.1 Knowledge of:**

Significant experience in managing a development program including working with annual funds, major gift cultivation and solicitation and Board/volunteer involvement in fundraising.

Evidence of strong communication skills, both written and verbal, as well as the capacity to reach out to constituents and build relationships with them.

Strong project management skills and the capacity to work independently.

Computer skills, including Microsoft Office Suite and familiarity with non-profit fundraising database software.

High level of personal and professional integrity.

Capacity to involve and motivate others in joint and shared efforts.

Intelligence, decisiveness, energy, leadership abilities, and strong interpersonal skills.

**IV-6.28.4.2 Ability to:**

Participate in the planning, development, implementation and administration of resource development and external funding goals and objectives of the College.

Organize, direct, and implement a resource development program.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend/implement actions in support of College goals.

Interpret and apply local, state, and federal policies, regulations, rules, and procedures regarding resource development preparation and implementation.

Supervise and evaluate assigned staff.
Serve on a variety of ad hoc committees and task forces; conduct research and develop recommendations related to programmatic, scholarship awards, and administrative actions at the College.

Coordinate fund raising efforts relative to annual giving, leadership gifts, account management of sponsors, marketing of fundraising campaigns and related communications to various constituencies.

Coordinate and manage a comprehensive alumni relations program inclusive of alumni gifts to the Foundation.

Coordinate assigned activities and training with senior administrators, other Divisions and Departments, and with outside agencies and organizations.

**IV-6.28.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of increasingly responsibility in non-profit organization(s) with asset development, operating revenue development and planned giving programs. Previous experience interacting with CEOs, Presidents, and other senior administrators.

**Training:**

A Bachelor’s degree from an accredited college or university with major course work in finance, accounting, business, or a related field or comparable work experience. A Master’s degree from an accredited college or university is preferred.
IV-6.29 Executive Director of North Carolina Military Business Center

IV-6.29.1 Definition

To plan, direct, and review the activities and operation of a Military Business Center (MBC) including designing, developing, coordinating, and delivering a comprehensive array of services statewide through the small business network of the community college system; and to provide administrative support to the President.

IV-6.29.2 Supervision Received and Exercised

Receives administrative direction from the President or his designee.

Exercises direct and indirect supervision over supervisory, technical and clerical staff.

IV-6.29.3 Essential Duties- Duties may include, but are not limited to, the following:

Develop, coordinate and evaluate organization-wide strategies that achieve the MBC mission to assist client businesses who do business with the military. Conduct statewide liaison with military communities, installations, economic development agencies, community colleges and resource providers.

Contract for and/or build in-house capacity to provide all aspects of business assistance services to include pre-operational tasks; forecasting and monitoring military needs and business capacity; client recruitment, intake and evaluation; basic business assistance; and advanced business assistance.

Build in-house capacity to manage the contracting and skills portal, including user support; provide for coordination with portal technical provider.

Contract for business capacity and resources gap analysis; develop and sustain capacity to maintain the gap analysis to support business assistance operations.

Conduct MBC administrative tasks to include staffing, contracting, internal enterprise management, manage and monitor budgets, securing grant funding, and development and administration of revenue producing fee-for-service structure.
FAVETTEVILLE TECHNICAL COMMUNITY COLLEGE
Executive Director of NC Military Business Center (Continued)

Provide training for in-house and statewide community college resources to facilitate MBC operations.

Conduct promotion, communication and marketing of MBC services.

Participate in the selection, training, motivation, evaluation of personnel, provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures as assigned.

Confer with and provide staff assistance and advice to higher level College staff regarding military business center and services assigned; develop, prepare and present recommendations and reports as requested.

Coordinate and assist staff in preparing for special events.

Perform other related duties as assigned.

IV-6.29.4 Qualifications

IV-6.29.4.1 Knowledge of:

Federal procurement regulations, processes, practices and trends.

Federal acquisition processes, practices and trends.

Intellectual property, security and risk management.

Pertinent federal, state, and local laws, codes and regulations.

Methods, techniques and procedures of research and program analysis.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.

English usage, grammar, spelling and punctuation.

Principles and practices of supervision, training and personnel management.

IV-6.29.4.2 Ability to:
Establish and maintain effective working relationships with clients, communities, community colleges, service providers, and other entities.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Conduct research and prepare clear and concise reports.

Interpret and apply College policies, procedures, rules, and regulations.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Maintain mental capacity, which allows the capability of:
- Making sound decisions
- Evaluate complex data and information
- Demonstrating intellectual capabilities

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
- Sitting for extended periods of time
- Operating assigned equipment

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College’s systems.

**IV-6.29.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
Five years of increasingly responsible experience in military supervision, military contracting, business management, fiscal management, economic development, public administration or a related field.

Training:

A Bachelor’s degree from an accredited college or university with major course work in finance, accounting, business or public administration or a related field or comparable work experience. A Master’s degree in Business Administration, Public Administration or a related field is preferred.
ADMINISTRATIVE SUPPORT
IV-7.1 Accounts Receivable Manager

IV-7.1.1 Definition

To coordinate, supervise, and participate in the financial accounting of cash receipts and student accounts receivable. To perform a variety of paraprofessional and technical tasks in support of the financial accounting process. To provide highly responsible assistance to the Director of Student Accounts and Fiscal Controls.

IV-7.1.2 Supervision Received and Exercised

Receives general direction from the Director of Student Accounts and Fiscal Controls.

Exercises direct and indirect supervision over professional technical and clerical staff.

IV-7.1.3 Essential Duties- Duties may include, but are not limited to, the following:

Coordinate and supervise the financial accounting of cash receipts and student accounts receivable.

Review the daily cash analysis, deposits, and reports for accuracy and reliability.

Coordinate and supervise student accounts receivable including specific third party billings.

Review the aged trial balance for accuracy and accountability. Verify and reconcile third party accounts.

Set up and supervise the collection of funds related to the registration process on the Fayetteville Campus and multi-campus.

Design and prepare financial reports as needed.

Review and authorize fee refunds associated with student accounts including, but not limited to, tuition and bookstore refunds.

Assist in the preparation, audit, distribution, and submission of 1098 documents.
Provide paraprofessional and technical support to the Director of Student Accounts and Fiscal Controls related to assigned areas of responsibility.

Provide assistance to all areas in the resolving of AR/CR problems associated with the Datatel computer software, with assistance and direction from the Director of Student Accounts and Fiscal Controls.

Coordinate and update credit card activities with merchant services.

Perform scan control activities.

Coordinate with registration to assist students during the registration process.

Perform related duties as assigned.

**IV-7.1.4 Qualifications**

**IV-7.1.4.1 Knowledge of:**

- Principles and methods of financial accounting, particularly in the areas of cash management.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Modern office practices, procedures, methods, and equipment including automated accounting systems.
- Microsoft Excel and Word.
- Hardware and software structures relating to a mainframe computer.
- Query language concepts for extracting information from databases.
- Applicable federal, State and local laws, procedures, rules, and regulations.
- Generally accepted accounting principles.
- Principles of supervision including employee training and performance evaluation.
IV-7.1.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Prepare accounting reports and analyses.

Operate standard office equipment including a PC and peripheral devices associated with its use.

Interpret and apply College policies, procedures, rules, and regulations.

Communicate clearly and concisely, both orally and in writing.

Ability to operate calculator and PC keyboard with accuracy and speed.

Supervise, train, and evaluate professional, technical and clerical staff.

Gain cooperation through discussion and persuasion.

Maintain effective working relationships with those contacted in the course of work.

IV-7.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of supervisory experience in a financial setting is required. Computer experience is required.

Training:

A Bachelor’s degree in accounting, business administration or a related field with a heavy concentration in computer software structure; or equivalent.
IV-7.2 Applications Development Manager

IV-7.2.1 Definition

Manage the application analysis, support and design activities of the Management Information Services department. Manage and participate in the software development, application support, and systems analysis activities of the management information services department; to recommend, design, and implement automated data processing applications; to provide user application support of state provided software applications; to train and supervise staff in programming techniques and procedures; and to develop, program and maintain complex data processing programs. Participate in a variety of technical and skilled tasks in the operation of a wide variety of computers and computer peripheral equipment as required to support the business and administrative processing needs.

IV-7.2.2 Supervision Received and Exercised

Receives direction from the Director of Management Information Services.

Exercises direct supervision over technical staff.

IV-7.2.3 Essential Duties- Duties may include, but are not limited to, the following:

Research, plan, recommend, design, and implement software and system solutions and choices based on business requirements of the college.

Supervise all activities of the programming staff.

Meet with representatives of College programs, departments and functions to identify data processing needs; assist representatives in determining alternative sources of data; recommend methods of further researching problems to develop cost-effective solutions; explain advantages and limitations of available computer-related software solutions.

Present both oral and written reports to the user community that describes existing and proposed applications and procedures in both technical and non-technical formats.
Design and recommend administrative software applications; explain recommendations to staff; work with staff to implement approved recommendations.

Provide basic application support of the Datatel application to college users, to include debugging, analysis, and sharing of general information. Serve as liaison to the state help desk function to report bugs for users.

Provide query language support to college users; develop and implement queries in response to user requests; provide database support and help desk services.

Analyze internally developed software applications; maintain and modify to meet user needs.

Plan, implement, and maintain standards and procedures for application development and maintenance that are consistent with state IT and audit standards.

Supervise and participate in the design, coding, testing and documentation of new software applications.

Apply systems and procedures knowledge to College operations development of computer systems to be used by all departments of the College.

Prepare functional unit assessment plan as required by the director of MIS.

Assist user personnel in the analysis of internal departmental operating procedures as requested by the College.

Frequently required to stand and walk.

Occasionally required to bend, stoop, kneel, and climb stairs.

Hear Audible equipment indicators and verbal communications in the environment.

Required to use hand(s) to operate controls.

Must occasionally lift and/or move up to 40 pounds.

Must see with sufficient close vision.

Perform related duties as assigned.
IV-7.2.4 Qualifications

IV-7.2.4.1 Knowledge of:

Principles and practices of personnel supervision, training and evaluation.

Knowledge of computer programming and software development

Knowledge of the Windows OS and software development environment.

Knowledge of Database concepts, programming and query languages.

General knowledge of the Unix Operating System.

General knowledge of networking concepts.

College Business functions and processes.

Principles of application and systems analysis.

IV-7.2.4.2 Ability to:

Supervise, train, and evaluate technical staff.

Define, manage, track and create formal reports on the progress of multiple software development projects.

Assist College faculty and staff in analyzing their business processes and needs; design, develop and implement software and systems solutions that effectively address those needs.

Analyze systems and procedural functions to project both short and long term application life cycles, growth and needs.

Prepare detailed system flow charts and diagrams as well as related narrative and oral reports in both technical and non-technical terms.

Develop total systems for computerization including written design with flow charts, system programming, system debugging, system manuals, user manuals and training of staff.

Establish and maintain effective working relationships with those contacted in the course of work.
Participate in all departmental long range planning and budgeting activities.

Communicate clearly and concisely, both orally and in writing.

IV-7.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience in system analysis and design, database administration, and programming.

Training:

A Bachelor’s degree from an accredited college or university in computer science, information systems, or a closely related field; or equivalent.
IV-7.3  **Assistant Accounts Receivable Manager**

IV-7.3.1  **Definition**

To assist in the coordination, supervision, and accounting of cash receipts and student accounts. To perform a variety of paraprofessional and technical tasks in support of the financial accounting process. To provide highly responsible assistance to the Accounts Receivable Manager.

IV-7.3.2  **Supervision Received and Exercised**

Receives general direction from the Accounts Receivable Manager.

Exercises direct and indirect supervision over technical staff.

IV-7.3.3  **Essential Duties**  
Duties may include, but are not limited to, the following:

- Assist in the coordination, supervision, and accounting of cash receipts and student accounts.
- Assist in the coordination of the registration process, including information dissemination and verification.
- Perform complex/highly responsible duties in the Cashiering/Accounts Receivable Office including review of daily reports and deposits for accuracy and reliability; research and troubleshoot student accounts, including no-show issues; review student reinstatement requests for approval; process sponsor refunds; manage billings for specific programs; perform patch testing for the Datatel system; assist with the purge process; and process bad checks. Recommend improvements and modifications.
- Supervise, train, and motivate off-campus cashiers in their daily work.
- Prepare various reports on operations and activities, both internal and external; present recommendations and reports as requested.
- Serve as one of the main points of contact in the Cashiering/Accounts Receivable Office to the College's Student Services Division; provide assistance and advice to higher level College staff as assigned.
Serve as one of the main points of contact in the Cashiering/Accounts Receivable Office to the College’s students; answer questions and provide information; investigate complaints and recommend corrective action as necessary to resolve complaints.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective service to students and other College divisions and departments; implement policies and procedures.

Interpret, apply, and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations.

Assist in the coordination of assigned registration activities with faculty, administrative staff, and other College divisions and departments.

Perform related duties as assigned.

**IV-7.3.4 Qualifications**

**IV-7.3.4.1 Knowledge of:**

- Principles and methods of financial accounting, particularly in the areas of student accounts and cash management;

- Modern office practices, procedures, methods, and equipment, including automated accounting systems;

- Microsoft Excel and Word;

- Hardware and software structures relating to a mainframe computer;

- Query language concepts for extracting information from databases;

- Applicable federal, State and local laws, procedures, rules, and regulations;

- Principles of supervision including employee training and performance evaluation.

**IV-7.3.4.2 Ability to:**

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Prepare accounting reports and analyses.

Operate standard office equipment including a PC and peripheral devices associated with its use.

Interpret and apply College policies, procedures, rules, and regulations.

Communicate clearly and concisely, both orally and in writing.

Proficiency in the operation of a PC keyboard and calculator.

Supervise, train, and evaluate technical staff.

Gain cooperation through discussion and persuasion.

Maintain effective working relationships with those contacted in the course of work.

IV-7.3.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in an office environment, involving file management and financial accounts.

**Training:**

An Associate’s Degree from an accredited college in accounting or closely related field, or equivalent.
**IV-7.4 Assistant Director of Admissions**

### IV-7.4.1 Definition

To provide information and assistance to students, staff and faculty regarding academic program requirements, admission requirements and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education and training; to provide limited personal counseling services and support to students; and to assist students in course selection to meet career goals and objectives.

### IV-7.4.2 Supervision Received and Exercised

Receives direction from the Director of Admissions

Exercises direct supervision of assigned Counselors.

### IV-7.4.3 Essential Duties

Duties may include, but are not limited to, the following:

- Plan, implement, assign, and review the work of Counselors.
- Recommend and provide assistance to immediate supervisor in the implementation of goals and objectives.
- Develop performance goals for staff and the department.
- Solve problems of a sensitive nature requiring interpretation of policies and procedures.
- Provide academic, vocational, limited personal and social counseling support to students.
- Provide support, guidance and direction to students in a variety of situations and environments depending upon assignment; assist students in adjusting to a different scholastic and social environment.
- Advise students in areas of admission requirements, program requirements, admission status and the transfer of credit from other institutions.
- Interpret and apply College admission standards and policies in determination of student placement, specific program eligibility, and standing.
Audit applicant files for completeness and accuracy; contact students for more information as necessary.

Determine specific program eligibility through the administration of standardized tests and interpretation and evaluation of test scores, previous education, and assessment of applicant transfer credits; recommend admission or alternative action to requested program.

Counsel and provide advice to students regarding course selection and scheduling to ensure program requirements, as well as future goals and objectives are met.

Maintain student academic files; monitor student progress and achievements; identify academic and related problems and provide guidance and advice as warranted.

Serve as a liaison between students and faculty in an attempt to equate and meet the needs of both groups.

Speak to students and other community groups to explain College services and programs.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

Refer students to outside community agencies as appropriate for guidance and support; coordinate internal support services including tutorial, interpreting and note taking support.

Perform related duties as assigned.

### IV-7.4.4 Qualifications

#### IV-7.4.4.1 Knowledge of:

- Academic, career and personal counseling techniques, methods and procedures.
- Specific needs of special student populations as assigned.
- General educational systems and requirements, and academic grade and unit equivalents.
- Methods and procedures involved in application evaluation.
College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field

IV-7.4.4.2 Ability to:

Provide academic, personal and career counseling support to students in a variety of situations and environments.

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-7.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible academic, career and personal counseling and admissions experience.
Training:

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.
**IV-7.5 Assistant Director of Admissions – High School Outreach**

**IV-7.5.1 Definition**

To assist in planning, organization and supervision of the College’s High School Connections program; to actively participate in recruitment, registration, and admissions activities with faculty, staff and other College divisions, local high schools, and departments; and to perform a variety of clerical and technical tasks relative to admissions and registration and overall outreach to the high school population.

**IV-7.5.2 Supervision Received and Exercised**

Receives general direction from the Associate Vice President for Student Services through the Director of Admissions.

Exercises technical and functional supervision over clerical staff and recruiters.

**IV-7.5.3 Essential Duties**

Duties may include, but are not limited to, the following:

- Assist in the marketing of the High School Connections Program.
- Coordinate and perform duties of the High School Connections Program as well as perform outreach duties for any high school graduate interested in FTCC.
- Coordinate with appropriate FTCC and Cumberland County High School personnel to establish course need and provide resources to meet that need.
- Research, develop, coordinate and implement "best practice programs and procedures" as related to the goals and objectives of the High School Connections program.
- Maintain awareness of and interpret N.C. statutes, Department of Public instruction policies, North Carolina Community College System policies, Cumberland County High School policies and Fayetteville Technical Community College policies.
- Develop and implement an assessment plan designed to monitor and evaluate the continuous improvement of High School Connections' activities and overall High School Outreach.
- Work a flexible schedule including evenings and weekends, as needed.
Supervise operations and activities of recruitment, admissions records management; recommend improvements and modifications; prepare various reports on operations and activities.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective admissions records management; implement policies and procedures.

Interpret, apply and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Maintain documentation covering admissions and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Provide staff assistance and advice to staff as required; develop, prepare and present recommendations and reports as requested.

Confer with and provide College admissions information, policies and procedures to off-campus agencies and other colleges.

Answer questions and provide information to students and the public.

Participate in the selection of clerical staff; provide or participate in staff training; work with employees to correct deficiencies.

Provide enthusiastic and responsible customer service to both internal and external customers.

Perform other duties as assigned.

**IV-7.5.4 Qualifications**

**IV-7.5.4.1 Knowledge of:**

College recruitment processes.

Student data management procedures/applications.

State and federal laws and regulations pertaining to student admission, records, and transcripts.

Principle of basic student files and statistical record keeping.
Manual and computerized data base systems and applications.

Principles of supervision including employee training and evaluation.

**IV-7.5.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and consensus-building process.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student admission records services.

Assist in training, supervision and evaluation of assigned staff.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Compile and maintain accurate and complete records and reports.

**IV-7.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience involving student admissions records activities or closely related experiences. Experience with interpretation and application of state regulations, records management, and computerized student record systems.

**Training:**

A Bachelor's degree from an accredited college or university in public relations, public administration, business administration, counseling or related field with four years of experience in providing/coordinating advising/counseling services to students in an academic setting.
**IV-7.6 Assistant Director of Bookstore**

**IV-7.6.1 Definition**

To assist in the planning, organizing and supervising of the operational and financial activities of the Bookstore; to coordinate assigned activities with faculty and other College departments and divisions; and to ensure appropriate support and service is provided to College students. To provide highly responsible assistance to the Director of Bookstore.

**IV-7.6.2 Supervision Received and Exercised**

Receives general direction from the Director of Bookstore.

Exercises direct and indirect supervision over technical and clerical staff.

**IV-7.6.3 Essential Duties**

Duties may include, but are not limited to, the following:

Assist in planning, prioritizing, assigning, supervising and reviewing the work of staff involved in the operational and financial activities of the College Bookstore.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services to College students and staff; implement policies and procedures.

Analyze, review, and recommend new or modified programs, systems, policies and procedures.

Participate in the development of the Bookstore’s work plan; assign work activities to cashiers; monitor work flow; review and assist in the evaluation of work methods and procedures and report findings to the Director of Bookstore.

Meet with sales reps to learn about new items. Research new items to sell and collaborate with other senior staff members to decide on items to stock.

Place orders for student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.

Process order for student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.
Maintain required records and insure adequate inventories are maintained.

Responsible for maintaining all general merchandise such as school supplies, electronics, clothing, imprinted merchandise, etc.

Assess general merchandise needs and create list of items that need to be ordered.

Ensure that the correct stock number, SKU, item description, and item cost are available and maintained so that items are easily ordered. Lead staff in keeping shelves and pegs well stocked and clean.

Ensure that the proper price labels are on shelves, pegs, or items.

Promote the bookstore to the campus in creative ways such as giveaways, contests, drawings, etc.

Responsible for creating visually appealing window and floor displays.

Research products used for creating displays and obtain vendor information and prices so that needed display aids can be ordered.

Organize and label and general merchandise in the stockroom so that items are easily found when restocking.

Label and organize kits and other required supplies stored in the cabinets near the cash registers.

Organize and maintain access codes so that they are easily located by cashiers.

Assess stock levels of access codes and let the textbook buyer know what may need to be ordered.

Supply vendors with a copy of our certificate of resale when needed.

Responsible for working with students on special orders in an accurate and timely manner.

Assist in other areas including but not limited to; balance registers and complete daily cash register reports, assist cashiers with register problems, provide customer service and resolve customer complaints, cashier when needed, and answer the phone.

Participate in issuing paperwork for payment of supplies and ensure paper work is processed and payments are made accurate and timely.
Coordinate bookstore activities with faculty, administrative staff and other College departments to ensure that supplies carried meet the academic needs of the student population.

Coordinate purchasing with bookstore warehouse operations; ensure that adequate inventory levels are maintained; follow-up on outstanding and back ordered merchandise; investigate shipping discrepancies.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; review internal controls and assess various reports on operations and activities.

Interpret, apply, and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; recommend discipline procedures, if applicable.

Assist in hiring part time cashiers and floor walkers during peak periods. Monitor their work performance and maintain work schedules.

Plan and coordinate the hiring of part-time assistants during peak times. Manage the work schedules and responsibilities of part-time assistants.

Perform related duties as assigned.

IV-7.6.4 Qualifications

IV-7.6.4.1 Knowledge of:

Principles and practices of retail management, particularly as they relate to bookstore operations.

Principles of supervision including employee training and performance evaluation.

Methods of accounting, purchasing, inventory control and warehouse operations.

IV-7.6.4.2 Ability to:

Effectively oversee and direct the operations of a College bookstore.
Supervise, plan, assign and evaluate the work of assigned staff.

Communicate clearly and concisely, both orally and in writing.

Interpret and apply College policies, procedures, rules and regulations.

Exercise independent judgment in the resolution of bookstore problems.

Establish effective working relationships with College employees, students, vendors and the general public.

**IV-7.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of progressively responsible administrative and supervisory experience in a variety of phases of retail management, purchasing, inventory control or accounting.

**Training:**

An Associate degree or equivalent from an accredited college or university in retailing, business administration, marketing, or a closely related field; or equivalent.
**IV-7.7  Assistant Director of Early Childhood Education Center**

**IV-7.7.1  Definition**

Serves as the Assistant Director in the Early Childhood Education Center. Is responsible for assisting the Director to plan, organize, direct and operate the program within the guidelines of all applicable policies and procedures; to monitor the Center for compliance with NC licensing agencies; to assist in supervising the Child Care Center staff; and to provide highly responsible support to the Director of the Early Childhood Education Center.

**IV-7.7.2  Supervision Received and Exercised**

Receives direction from the Early Childhood Education Center Director.

Exercises direct supervision over Early Childhood Education Center staff.

**IV-7.7.3  Essential Duties**- Duties may include, but are not limited to, the following:

- Assist the Director with the development, planning and implementation of policies and procedures.
- Supervise the staff in the daily performance of their duties.
- Assume another staff member’s responsibilities in their absence (Director, teachers, secretary or cook)
- Develop and maintains staffing schedules.
- Monitor program daily for compliance with NC licensure requirements.
- Coordinate menus and reports with the cook.
- Act as the alternate representative for the Director with community agencies.
- Assist in the maintenance of Early Childhood Education Center records.
- Coordinate and participate in staff development activities.
- Assist in the enrollment of children and maintaining waiting lists.
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Assistant Director of Early Childhood Education Center (Continued)

Cooperate effectively with the Director and other Early Childhood Education Center staff members in strategic planning.

Enroll children and conduct parent orientation.

Carry out other duties as assigned by the Director.

**IV-7.7.4 Qualifications**

**IV-7.7.4.1 Knowledge of:**

Principles and practices of organizations, administration and personnel management.

Techniques of budget development and administration.

Principles of supervision, training, and performance evaluation.

Day-to-day operation of a child care center.

Principles and techniques of human relations.

Principles and techniques of grant writing.

All applicable federal, state and local laws governing child care centers.

Principles and methods of financial administration.

College organization, including policy and procedural development.

**IV-7.7.4.2 Ability to:**

Enjoy living and working with children.

Relate to adults on all levels of the socioeconomic structure of the community and of differing races and religions.

Apply basic knowledge of child development.

Remain calm and use sound judgment in an emergency.

Interact effectively with children, parents, staff, students, and the general public.
Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Must know and apply sound principles of supervision.

Interpret and administer applicable policies and procedures, rules and regulations.

Design and implement staff training activities.

Organize and design staffing schedules.

Establish and maintain accurate and complete records and files.

Communicate effectively, both orally and in writing.

IV-7.7.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of administrative experience in Early Childhood, Child Care Development or related field. Accomplishment of a Level III NC Child Care Administration Certification and Playground Safety Certification or the willingness to obtain them within six months. Health Card; CPR and First Aid training are required.

Training:

Minimum Requirement: A Bachelor’s in Early Childhood Development or a related field, and two years of administrative experience in the field. Eligible for a Level III NC Child Care Administration Certification, Playground Safety Training, Health Card, CPR and First Aid Training. Excellent health as evidenced by medical examination and initial TB test. Satisfactory background/criminal record check. Ability to communicate effectively, both orally and in writing.

Preferred: A Master’s Degree in Early Childhood Development, two years administrative experience, and a Level III NC Child Care Administration Certification.
IV-7.8 Assistant Director of Financial Aid Operations

IV-7.8.1 Definition

To plan, organize and manage the operational and reporting components of the College's Student Aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex administrative staff to the Director of Financial Aid; and to coordinate assigned activities with other College divisions, departments and outside organizations.

IV-7.8.2 Supervision Received and Exercised

Receives direction from the Director of Financial Aid.

Exercises direct and indirect supervision over professional, technical and clerical staff.

Assists with assuming the responsibility of supervising the Financial Aid office in the absence of the Director of Financial Aid.

IV-7.8.3 Essential Duties

- Duties may include, but are not limited to, the following:

  Maintaining the efficiency and fiscal integrity of FTCC Student Financial Aid Office.

  Maintain knowledge of local, state and federal financial aid criteria, rules, and regulations.

  Assist students with academic and career objectives in relation to financial aid information, providing advice, referrals, and status of student’s account.

  Conducts need analysis and determines individual student eligibility for various aid programs.

  Assist students with information, advice, referrals, and status of student's account.

  Set up student accounts for student aid and scholarships; apply student awards to Accounts Receivable accounts.

  Prepare reports and statements as required.

  Research and analyze specific problems in the preparation of assigned reports.
Process refunds to Title IV accounts according to appropriate federal regulations.

Serve as liaison between Director of Financial Aid, Dean of Enrollment Management, and the Senior Vice President for Business and Finance of the College on procedures and methodology to insure compliance with federal and state regulations and audit requirements.

Participates in college outreach activities and manages the student loan program

Supervises, trains, evaluates, and provides work direction and guidance to assigned staff; participates in the selection of personnel, and reviews and monitors the work of staff to ensure compliance and accuracy with all state and federal policies and regulations.

Verifies documents and maintains student generated information used to determine eligibility for financial aid awards, performs and oversees Common Origination and Disbursement (COD) and Business Office reconciliation.

Research and analyze specific problems in the preparation of assigned reports.

Assist with the development of efficient and reliable electronic data management systems.

Develops and implements policies and procedures to manage the college’s loan default management program.

Prepares required reports to state and federal agencies.

Serve as liaison between the community and the financial aid office providing financial aid workshops and presentations.

Provides support in the direction of financial aid and other Student Service activities necessary during evenings and weekends.

Perform related duties as assigned.

**IV-7.8.4 Qualifications**

**IV-7.8.4.1 Knowledge of:**

- Principles of effective public relations with students, staff, and external agencies.
- Applicable federal and state laws, rules, and regulations regarding student aid.
General accounting and auditing principles and practices.

Modern office methods, practices, and procedures.

Operational characteristics of computers and related equipment.

**IV-7.8.4.2 Ability to:**

Plan, analyze and implement appropriate recommendations related to the operation of the Student Aid Office.

Understand, interpret, and apply laws, rules, and regulations as they apply to a financial aid program.

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete and concise reports.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

**IV-7.8.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience involving the awarding and disbursement of financial assistance.

**Training:**

A Bachelor’s degree from an accredited college in business administration, records management or a closely related field; or equivalent.

This position requires a background check.
**IV-7.9 Assistant Director of Financial Aid Processing**

### IV-7.9.1 Definition

To plan, organize and manage the student record and eligibility production components of the College's Student Aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex administrative staff support to the Director of Financial Aid; and to coordinate assigned activities with other College divisions, departments and outside organizations.

### IV-7.9.2 Supervision Received and Exercised

Receives direction from the Director of Financial Aid.

Exercises direct and indirect supervision over professional, technical and clerical staff.

Assumes the responsibility of managing the Financial Aid operations at the Spring Lake Campus and Ft. Bragg office.

### IV-7.9.3 Essential Duties

Duties may include, but are not limited to, the following:

Administer federal, state, private and institutional student aid programs, grants, monitor the student aid process to ensure compliance with federal and state regulations and fiscal accountability.

Assist students with academic and career objectives in relation to financial aid information, providing advice, referrals, and status of student's account.

Conducts need analysis and determines individual student eligibility for various aid programs.

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the College's Student Aid programs; develop and implement new and modified programs, policies and procedures.

Represent the College to special interest groups, private interests, community groups and the general public.
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Assistant Director of Financial Aid Processing (Continued)

Assist with the development of efficient and reliable electronic data management systems.

Evaluates and renders eligibility decisions to those students who have submitted Satisfactory Academic Progress Appeals.

Direct and evaluate student aid packaging policies to determine appropriate allocation of funds to specific categories of students.

Coordinate assigned student aid activities with those of other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Complete weekly reports documenting office productivity.

Develop and maintain effective information dissemination and public relations on student aid matters.

Coordinate the internal audit requirements of federal Title IV recipient records.

Serve as liaison between the community and the financial aid office providing financial aid workshops and presentations.

Work with community service organizations to develop student employment opportunities for the Federal Work Study Program.

Provides support in the direction of financial aid and other Student Service activities necessary during evenings and weekends

Perform related duties as assigned.

IV-7.9.4 Qualifications

IV-7.9.4.1 Knowledge of:

Principles of effective public relations with federal, state and private agencies.

Applicable federal and state laws, rules and regulations regarding student aid programs.

Research methods and techniques of report presentation.

Record keeping and reporting procedures.
Modern office methods and equipment, including data processing applications.

**IV-7.9.4.2 Ability to:**

Plan, organize and execute a comprehensive student aid program.

Understand, interpret and apply laws, rules and regulations as they apply to student aid programs.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing including preparation of reports.

Utilize technology to manipulate data, communicate electronically with others on and off campus, and conduct routine office duties.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administration.

Provide quality customer service by establishing and maintaining effective internal and external working relationships.

**IV-7.9.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of responsible administrative or staff experience in financial aid (Title IV) assistance programs.

**Training:**

A Bachelor’s degree from an accredited college or university in business administration or a closely related field; or equivalent.

This position requires a background check.
**IV-7.10** Assistant Director of Student Financial Aid Services

**IV-7.10.1 Definition**

To plan, organize and manage the operational and reporting components of the College’s Student Aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex administrative staff to the Director of Financial Aid; and to coordinate assigned activities with other College divisions, departments and outside organizations.

**IV-7.10.2 Supervision Received and Exercised**

Receives direction from the Director of Financial Aid.

Exercises direct and indirect supervision over para professional and clerical staff.

**IV-7.10.3 Essential Duties**

Duties may include, but are not limited to, the following:

Maintaining the efficiency and fiscal integrity of FTCC Student Financial Aid Office.

Perform a variety of para-professional and technical accounting duties in the preparation, maintenance, and review of financial aid records and reports.

Provides management, support, and coordination of efforts for effective customer service for the Financial Aid Service Center and Financial Aid Call Center.

Supervises, trains, evaluates, and provides work direction and guidance to assigned staff; participates in the selection of personnel, and reviews and monitors the work of staff to ensure compliance and accuracy with all state and federal policies and regulations.

Maintain knowledge of local, state and federal financial aid criteria, rules, and regulations.

Assist students with information, advice, referrals, and status of student's account.

Set up student accounts for student aid and scholarships; apply student awards to Accounts Receivable accounts.

Prepare reports and statements as required.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Assistant Director of Student Financial Aid Services (Continued)

Research and analyze specific problems in the preparation of assigned reports.

Coordinate and reconcile the issuance of state grants to students.

Maintain accurate records and files.

Serve as liaison between Director of Financial Aid, Dean of Enrollment Management, and the Senior Vice President for Business and Finance of the College on procedures and methodology to insure compliance with federal and state regulations and audit requirements.

Assist with the development of efficient and reliable electronic data management systems.

Assist with overseeing the awarding process to ensure accuracy and proper distribution of monies for eligible students.

Coordinate the internal audit requirements of federal Title IV recipient records.

Serve as liaison between the community and the financial aid office providing financial aid workshops and presentations.

Provides support in the direction of financial aid and other Student Service activities necessary during evenings and weekends.

Perform related duties as assigned.

IV-7.10.4 Qualifications

IV-7.10.4.1 Knowledge of:

- Principles of effective public relations with students, staff, and external agencies.

- Applicable federal and state laws, rules, and regulations regarding student aid.

- General accounting and auditing principles and practices.

- Modern office methods, practices, and procedures.

- Operational characteristics of computers and related equipment.
IV-7.10.4.2 Ability to:

Plan, analyze and implement appropriate recommendations related to the operation of the Student Aid Office.

Understand, interpret, and apply laws, rules, and regulations as they apply to a financial aid program.

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete and concise reports.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

IV-7.10.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience involving the awarding and disbursement of financial assistance.

**Training:**

A Bachelor’s degree from an accredited college in business administration, records management or a closely related field; or equivalent.

This position requires a background check.
IV-7.11 Audio Visual Engineer

IV-7.11.1 Definition

To recommend the purchase of, schedule, distribute, and maintain audiovisual equipment, video conferencing equipment, capture classrooms and digital signage at multiple locations. Respond to and meet the audiovisual needs of Media Services staff, college faculty and administrative staff. Support may include, but is not limited to maintaining digital media equipment, including: video conferencing, web content support including video streaming, classroom audiovisual equipment support, Educational TV studio, video control room, audio recording, camera capture classrooms, and digital signage. Facilitate successful audio/visual event support on the Fayetteville Campus and satellite campuses.

IV-7.11.2 Supervision Received and Exercised

Receives direction from the Director of Media Services.

Exercises indirect supervision over assigned professional, technical and clerical staff assigned to the Audio/Visual Support Section of Media Services.

IV-7.11.3 Essential Duties- Duties may include, but are not limited to, the following:

Manage, direct and organize the activities of the Audio/Visual Support of Media Services.

Design and specify equipment required for the construction and maintenance of all audio and video support facilities including: video conferencing classrooms, camera capture classrooms, campus wide digital signage, video and audio playback locations, codecs, cameras, audio systems, lighting, and compatible computer related accessories.

Supervise vendors and contractors during the installation and/or maintenance of all A/V equipment including: video-conferencing classrooms, camera capture classrooms, campus wide digital signage, video and audio playback locations to include codecs, cameras, audio systems, lighting and compatible computer related accessories.
Maintain, check, repair, and ensure all video-conferencing equipment in all FTCC video-conference facilities is set up and prepared for use by instructors, administrators, or off-campus guests.

Recommend appropriate equipment purchase of audio, video, digital recording and web streaming equipment. This includes but is not limited to video cameras, microphones, audio and video recording equipment, digital devices.

Maintain quality, check and adjust the Educational TV channel content hard drive, Time Warner Cable feed, satellite dishes, receiver, positioners, recording devices, and monitors.

Distribute, set up and operate a variety of audio-visual equipment including video projectors, blurry, DVD, sound systems, microphones based on campus needs.

Identify maintenance and repair problems that require special repair facilities and recommend procedures to accomplish the repair.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Coordinate assigned activities with college faculty, staff, administration to define audio/visual campus support needs and facilitate success audio/visual campus support throughout campus and special events.

Participate in recommending the appointment of personnel; provide or coordinate staff training, work with employees to correct deficiencies, implement discipline procedures; recommend employee terminations.

Prepare and maintain equipment and related materials scheduling and usage records.

Perform related duties as assigned.

**IV-7.11.4 Qualifications**

**IV-7.11.4.1 Knowledge of:**

Operating practices and techniques of a full range of audio-visual equipment including codecs, broadcast video cameras, satellite systems, cable head end systems, general studio production equipment, computers, projectors, video conferencing equipment, video capture classrooms, video and audio control, digital signage,
and broadcast equipment devices including FCETV channel storage drive, codec, and satellite systems.

Portable sound systems including microphone types and uses, speaker placement, sound console operation, and the operation of other sound control devices including compressors, limiters, and effects devices.

General principles of operation, maintenance and repair of computers related to multi-media instructional and digitizing applications.

General principles and practices of supervision and training.

**IV-7.11.4.2 Ability to:**

Coordinate and schedule the usage of a variety of audio visual equipment and materials.

Troubleshoot, repair and maintain a wide variety of audiovisual and media production equipment.

Assist faculty and administrative staff in the operation of audio-visual equipment, computers, and data displays.

Maintain detailed records and schedules

Communicate effectively via email, orally and in writing reports.

Lift 20 pounds, stoop and bend.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-7.11.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience with computers and server systems, electronic equipment repair and maintenance, or similar background
and experience or Associates Degree in Electronic Equipment Maintenance, Media Computer Integration or equivalent field including 2 years of supervisory experience.

**Training:**

Bachelor's Degree in Electrical Engineering, Broadcast Engineering, Audio/Visual Engineering, or related field.
**IV-7.12** Blackboard System Administrator

**IV-7.12.1 Definition**

Provides support to Blackboard users and administers the Blackboard (Bb) Learning Management System (LMS) for the College’s delivery of online instruction and provides complex technical support to the Director of Technology Innovations and Applications.

**IV-7.12.2 Supervision Received and Exercised**

Receives general supervision from the Director of Technology Innovation and Applications.

**IV-7.12.3 Essential Duties** - Duties may include, but are not limited to, the following:

Support faculty in the development and use of courseware designed to engage students and achieve learning outcomes

Provide support to Blackboard users and administer the Blackboard Learning Management System (LMS).

Respond to student and faculty phone calls and email regarding ongoing Blackboard maintenance issues such as login, user accounts and password retrieval, archiving courses, and modules and tabs administration.

Configure. Maintain, document, and support the Blackboard environment

Participate in the integration, planning, testing, and implementation of blackboard LMS updates.

Develop new training materials for upgrades in the Blackboard LMS.

Prepare training bulletins, circulars, and/or announcements to make the staff, faculty and students aware of upcoming training.

Prepare metrics for web-assisted, hybrid, and online delivery of courses,

Prepare reports as requested by the FTCC Director of Innovations and Applications and the North Carolina Community College System (NCCCS).
Generate monthly reports describing system updates, material development, system usage, outages, and inquiries.

Participate in local, regional, and national user groups and professional organizations in order to stay abreast of trends and issues impacting the LMS and online learning.

Plan, schedule and implement system upgrades with minimal disruptions to end users and to assure optimal system uptime.

Perform other duties related to the Instructional Services function of FTCC as needed or as assigned.

**IV-7.12.4 Qualifications**

**IV-7.12.4.1 Knowledge of:**

Blackboard LMS administration

Relational databases

Sharable Content Object Reference Model (SCORM)

Oracle Development tools

JavaScript, SQL, PL/SQL, HTML, XML

Operation of the Internet

Principles of small computer systems and program design

Records storage and handling techniques

Principles of database technology

Modern office operations, methods, procedures, and equipment

Higher education data reporting systems, federal reporting requirements, and state reporting requirements

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs

Sources, uses, and types of planning data applicable to institutions of higher education
Priorities, goals, and objectives of the College

Educational objective-setting and program evaluation

Basic statistics and data collection and reporting methods and procedures.

IV-7.12.4.2 Ability to:

Analyze data and develop logical solutions to problems.

Design and program complex statistical and data management application programs for computers.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-7.12.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of prior experience in supporting users of Blackboard in technical back end role; familiar with user aspects, problems, implementation, set up and maintenance of online courses; adept at troubleshooting user problems; supportive and cooperative with users.

Training:
An Associate degree from an accredited college in computer science or a related field; or equivalent. Bachelor Degree preferred.
IV-7.13 Emergency Response Manager (Captain)

IV-7.13.1 Definition

Assist the Director of Public Safety and Security in planning, organizing, coordinating, managing and directing of the Public Safety and Security Department ensure FTCC operating are accomplished promoting safe and secure environment. Maintain positive community services and relationships with the College and community. Manage operational functions of the Emergency Response program, ensuring staff, faculty, and students are professionally trained to meet college safety and security requirements including enforcement of parking rules, and ID card operations. Ensure a comprehensive Crime Prevention Program is maintained.

IV-7.13.2 Supervision Received and Exercised

Reports directly to and receives direction from the Director of Public Safety and Security.

Exercises direct and indirect supervision over campus security personnel.

IV-7.13.3 Essential Duties- Duties may include, but are not limited to, the following:

In the absence of the Director, Public Safety and Security, assume his/her duties.

Manage the Emergency Response Procedures Program to include Active Shooter

Coordinate disaster response and crisis management activities and special needs plans

Coordinate and conduct emergency/disaster preparedness training

Develop and maintain liaison with city/county agencies to facilitate emergency planning

Keep informed of federal, state and local regulations affecting emergency plans

Maintain and update all resource materials associated with emergency preparedness plans
Prepare and disseminate plans that outline operating procedures to be used in response to disasters/emergencies and recovery from these events.

Provide training to provide information on emergency plans and procedures.

Plan, organize, direct, develop and coordinate a comprehensive Crime Prevention Program.

Manage the Southern Software Records Management System (RMS) Software and Incident Reporting System.

Assistant/Alternate Title IX Investigator: Interviewing, Investigating and Reporting.

Provide direct supervision of shift supervisors and in-direct supervision of field supervisors and other shift operational support personnel.

Develop and maintain accountability procedures for lost/found or acquired property or evidence.

Responsible to provide and maintain Professional Development and In-Service Training for security personnel. Further ensure all security personnel are properly equipped and trained in their duties and responsibilities in accordance with Standard Operating Procedures.

Coordinate all event service requests to include campus notification, parking needs, evaluate security coverage needs, and project impact on the campus.

Coordinate ID Processing.

Generate shift schedule for all shifts.

Provide information and assistance to students, staff, faculty and visitors.

Review complaints and recommend corrective action as necessary.

Responsible for assisting with the identification of safety hazards and coordinating with the OSHA safety and standards manager; conduct fire prevention inspections of campus facilities.

Responsible for coordinating security surveys of facilities, parking lots, and lighting standards for adequate protection and public safety.

Responsible for making sure proper documentation is completed for all incidents and accidents and it is forwarded to the appropriate department or agency for action.
Identify supply and equipment needs to the Director, Public Safety and Security.

Responsible to maintain and control supplies and equipment for the Public Safety and Security Department.

Ensure that standard procedures for all security related issues are in place and periodically updated.

Perform other duties as assigned.

**IV-7.13.4 Qualifications**

**IV-7.13.4.1 Knowledge of:**

Organizational and managerial practices are applied during analyses and evaluations of programs, policies and operational needs, principles, practices, methods, procedures and standards of law enforcement. Applicable laws, ordinances and college policies, procedures and regulations are enforced to provide security and public safety.

Disaster response, Crisis Management, and Emergency Response Management and RMS procedures and policies.

RMS Reporting Systems experience.

Principles and practices of organization behavior, administration, supervision, training and personnel management.

Safety and security technologies, systems and procedures.

Emergency action/response procedures.

**IV-7.13.4.2 Ability to:**

Plan, supervise, schedule and coordinate campus safety and security services in the absence of the Director of Public Safety and Security.

Design and conduct disaster response, crisis management, and emergency response procedures and policies.

Coordinate and implement emergency plans, programs and procedures.
Interpret, apply and enforce applicable laws, ordinances, regulations and policies, including compliance with Title IX and other equal opportunity laws, guidelines and regulations.

Conduct security inquiries and accurately document findings.

Establish and maintain effective working relations with those contacted during the course of assigned duties.

Communicate effectively, orally and in writing, with internal and external executives, administrators, supervisors, employees and students.

Supervise, train and evaluate security personnel and office administration staff.

IV-7.13.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of law enforcement, security, or related experience with at least three years of supervisory experience. Three years of experience in maintaining and conducting in-service training and record keeping. Experience in law enforcement investigations. Two years emergency management experience.

Must be able to successfully pass a background investigation for initial employment

Training:

Completion of a Bachelor’s Degree from an accredited university, college or technical institute in emergency preparedness/management, disaster management, criminal justice, law enforcement, or related field; or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Training in Interview and Interrogations. Certification in Incident Command Management (FEMA/NIMS). Possession of or ability to obtain an appropriate valid North Carolina driver’s license as a condition of employment.
**IV-7.14 Financial Accountant**

**IV-7.14.1 Definition**

To perform professional and technical accounting and financial duties in a variety of areas including accounts payable, financial aid disbursements, student loans, capital improvements, construction projects, fixed assets, budgets, financial reporting, bookstore, food services and childcare operations. To participate in the preparation of county budgets; monitor, post and prepare reports on county budgets. Assist with the year-end close-out of financial records. Provide highly responsible professional support to the Director of Disbursements or the State, County, and Grants Funds Manager, as appropriate.

**IV-7.14.2 Supervision Received and Exercised**

Receive general direction from the Director of Disbursements or the State, County, and Grants Funds Manager, as appropriate.

Exercises supervision over technical staff.

**IV-7.14.3 Essential Duties**

Duties may include, but are not limited to, the following:

Assist with the supervision, planning, organization, and monitoring of activities for reimbursable grants administered by the College.

Supervise, plan, organize, and debt set-off processing.

Supervise, plan, organize, and participate in the accounting for the College’s childcare operation.

Supervise, plan, organize and participate in the accounting of the Office of Business and Finance’s aid disbursements function.

Supervise, plan, organize, and participate in other miscellaneous technical functions within the Office of Business and Finance.

Prepare monthly and annual accounting and financial reports.

Prepare financial analysis and research specific problems upon request.

Post and monitor the county and capital improvement budgets.
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Financial Accountant (Continued)

Prepare and post county budget revisions and journal entries.

Prepare monthly analysis of county expenditures and make comparison to budget amounts; recommend adjustments as appropriate.

Prepare invoices for payment for construction projects and prepare forms 2-16 and 2-17 for reimbursement from NCCCS and required reimbursement requests from the county.

Receipt reimbursements from NCCCS and county and prepare necessary journal entries for transfer of revenues between Institutional funds.

Adjust cash flow projections for bond funds as required by NCCCS.

Review and update internal control procedures as needed and/or annually.

Prepare HUB quarterly reports as they pertain to construction projects and submit to NCCCS.

Review and approve accounts payable invoices under the College’s high dollar threshold for payments.

Process paperwork and initiate transactions for electronic distribution for student refunds.

Assist with the processing of short term loans.

Assist in year-end close out of financial records.

Process replacement checks.

Provide support to the Director of Disbursements or the State, County, and Grants Fund Manager, as appropriate related to assigned areas of responsibility.

Prepare quarterly personal service taxes; coordinate with Accounts Payable for preparation of the annual 1099.

Process the annual escheats for all funds, including due diligence letters and phone contact to persons who have not cashed their check.

Perform related duties as assigned.
IV-7.14.4 Qualifications

IV-7.14.4.1 Knowledge of:

Generally accepted accounting principles; knowledge of principles and methods of financial accounting.

State and local laws regulating the financial administration of a community college.

Principles and methods of financial administration in the areas of accounting, budgeting and cash management.

Modern office practices, procedures, methods, and equipment including automated accounting systems.

Microsoft Excel and Word.

State and local laws as relates to year end close-out.

Construction accounting, reporting and reimbursements.

Internal control procedures and risk management concepts.

Principles and methods of administering the USDA Food Program for Childcare Center.

Debt set-off policies and procedures.

Principles of supervision including employee training and performance evaluation.

IV-7.14.4.2 Ability to:

Read, interpret and apply complex rules, regulations and technical accounting procedure manuals required for financial analysis and reporting.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Prepare complex accounting reports and analyses.
Maintain effective work relationship with outside organizations and College staff and faculty.

Communicate clearly and concisely, both orally and in writing.

Supervise and train technical staff.

IV-7.14.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of responsible experience in a financial setting is required.

Training:

A Bachelor’s degree from an accredited college or university in accounting, business administration, finance administration, or closely related field; or equivalent.
**IV-7.15  Grant Writer**

**IV-7.15.1 Definition**

To develop, plan, organize, coordinate and participate in grant analysis and the acquisition of available external funding for the College. Activities include research of available funding sources and opportunities, grant writing and proposal development, monitoring and evaluation of grant projects and programs; to coordinate grant activities with all Divisions and Departments of the College; make available technical support to all College faculty and staff participating in grant writing; to provide input for strategic planning objectives of the College in the area of grant funding and project status during implementation phases of grants.

**IV-7.15.2 Supervision Received and Exercised**

Receives general direction from the Associate Vice President of Student Services.

Exercises no supervision.

**IV-7.15.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Develop, plan, coordinate, and organize grant management activities within the College and community.

- Research and identify governmental and institutional funding sources, programs, and opportunities consistent with the goals and objectives of the college; advise senior level administrators of available resources and funding requirements.

- Identify and participate in the development of grant activities and projects; coordinate projects and programs; monitor and evaluate grant programs and activities; review and evaluate work products, methods and procedures.

- Provide information, instruction and technical support to faculty and staff involved in grant proposal development.

- Prepare and submit grant status reports and other related reports.

- Represent the College at community and outside organizations, functions and activities related to grant development.

- Perform related duties as assigned.
IV-7.15.4 Qualifications

IV-7.15.4.1 Knowledge of:

Principles and practices of grant program development and administration.

Research methods as applied to the identification of potential grant sources and opportunities.

Strategic planning and management related to grant funding.

Principles and practices of grant proposal preparation and program management and evaluation.

Computers, software, and other office equipment.

IV-7.15.4.2 Ability to:

Participate in the planning, development, implementation and administration of grant management and external funding goals and objectives of the College.

Organize, direct and implement a successful grant program.

Write, prepare, submit, monitor and evaluate a variety of funding proposals and grant applications.

Analyze problems, identify alternative solutions; project consequences of proposed actions and recommend/implement actions in support of College goals.

Interpret and apply local, state and federal policies, regulations, rules and procedures regarding grant proposal preparation and implementation of grant awards.

Propose, develop and organize collaborative grant proposal initiatives with other members of the college, community, region and state.

Serve on a variety of ad hoc committees and task forces; conduct research and develop recommendations related to grant projects.

Communicate clearly and concisely, both orally and in writing.
IV-7.15.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in external funding, grant writing/administration and management or a related field.

Training:

A Master’s degree from an accredited college or university.
IV-7.16 MIS Support Manager

IV-7.16.1 Definition

To supervise, coordinate, and participate in all user support services provided by the MIS department; to supervise all activities of the academic computer labs; to manage and maintain all computer hardware, software and licensing inventories of the College; participate in the development, maintenance and monitoring of technology usage to ensure compliance with College policies and procedures; to participate in departmental planning and decision making. Maintain contact with state agencies, service providers, hardware and software vendors as required for planning, and maintenance and compliance activities of the College.

IV-7.16.2 Supervision Received and Exercised

Receives direction from the Director of Management Information Services.

Exercises direct and indirect supervision over supervisory and technical staff.

IV-7.16.3 Essential Duties- Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to the MIS department and the College.

Maintain contact with state agencies, service providers, vendors as required for planning, maintenance and compliance activities of the department and the College.

Supervise the technical and clerical staff in daily activities.

Ensure the efficient use of tools to support help desk activities.

Maintain work order system for tracking help desk and support services activities.

Supervise the installation, maintenance, support, and repair of PC hardware and software.

Review and evaluate requests for computer and peripheral equipment.
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MIS Support Manager (Continued)

Participate in periodic review of MIS procedures, standards and guidelines as required by the Director.

Provide technical support to the College to establish minimum requirements for computer related equipment, operating systems, and application implementation.

Monitor and oversee schedules and coordinate workflow.

Supervise, train, motivate, and evaluate assigned staff; plan, assign, and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate training.

Establish staffing requirements. Interview, select, evaluate, and discipline employees.

Participate in annual MIS strategic planning and year-end reporting as required by the Director.

Participate in annual MIS budget preparation as required by the Director.

Supervise development and maintenance of MIS support web site.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 40 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-7.16.4 Qualifications**

**IV-7.16.4.1 Knowledge of:**

Practices and principles of supervision and budget administration.
Practices and principles of problem analysis and resolution.

Development and maintenance of inventories and controls.

Current and emerging computer hardware and software technologies.

Practices and principles of systems and procedures analysis and design as applied to computerized information systems.

Basic principles of data base design and data communications.

Basic computer operating systems configuration.

**IV-7.16.4.2 Ability to:**

Diagnose and solve problems in a complex environment.

Read, analyze, interpret, and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively respond to inquiries and requests from all College level users.

Establish and maintain working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Supervise, train, and evaluate staff.

**IV-7.16.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience in a supervisory position in a computer related or support service environment.
Training:

An Associate’s degree in a computer science or related field, or equivalent.
**IV-7.17 Network Administrator**

**IV-7.17.1 Definition**

Manage the College’s network infrastructure usage, performance, and security. Install, maintain and monitor the hardware of the local area network, to include routers, switches, firewalls, DHCP servers, DNS servers, packet filters, intrusion detection, VPN gateways and telecommunication systems. Administer the servers that make up the college’s MicroSoft active directory services; administer the college’s business email servers. Administer LAN and WAN configuration to include address assignments, protocol and routing configuration, VLAN configuration. Supervise the activities of the Senior Network Communication Technicians. Maintain coordination with NC Office of Information Technology Services, NC Community College System Office, and outside service providers in the maintenance, support, purchasing and planning of the College's network infrastructure.

**IV-7.17.2 Supervision Received and Exercised**

Receives direction from the Director of Management Information Services.

Exercises direct supervision over technical staff.

**IV-7.17.3 Essential Duties** Duties may include, but are not limited to, the following:

Plan, supervise and actively participate in the operations of the college's local area network.

Supervise the activities of the Senior Network Communication Technicians.

Plan, install, maintain and administer all network and telecommunication systems.

Plan, install, maintain and administer hardware and software used for network security, including fire walls, VPN gateways, packet filtering, and intrusion detection.

Plan, configure, and document network address assignments, assignment of routing protocols and routing table configurations, VLAN configuration, DHCP services, DNS services.

Plan, Install, maintain and document the campus LAN and WLAN.
Plan, install, maintain and administer the hardware and software components of college's MicroSoft Active Directory Services.

Plan, install, maintain and administer the hardware and software components of the college's email services.

Plan, install, maintain and administer the hardware and software components of specialized servers and applications used to satisfy academic, staff and faculty requirements.

Coordinates and oversees all telecommunication and data work orders.

Monitor network usage and performance for efficient usage.

Monitor network usage for compliance of published standards and guidelines.

Interact with State agencies for planning, coordination, standards compliance and problem solving activities.

Interact with network vendors for the maintenance of network equipment and cabling plan.

Assist with the MIS budget and planning processes.

Assist Plant Operations architects and engineers in network design and installation for renovations and new construction.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.

Occasionally required to do general maintenance activities as related to cabling and network infrastructure.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.
Perform related duties as assigned.

_**IV-7.17.4 Qualifications**_

**IV-7.17.4.1 Knowledge of:**

Methods and practices for wiring of fiber optic and TIA/EIA-568 standards.

HP network product software and hardware.

Thorough knowledge of the OSI Model.

VOIP and other telecommunications.

Windows Desktop and Server operating systems; PC hardware and peripheral equipment.

LINUX and VMware operating systems.

Network design and configuration.

Network management hardware and software.

Hardware specification and capabilities.

Software specifications and requirements.

Backup software utilities.

**IV-7.17.4.2 Ability to:**

Design complex network systems.

Maintain and manage an extensive local area network and telecommunication systems with limited personnel resources.

Solve technical problems under stress.

Understand management software and solve network problems.

Establish and maintain working relationships with those contacted in the course of work.
Communicate clearly and concisely, both orally and in writing.

Supervise, train, and evaluate a technical staff.

**IV-7.17.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of network management experience.

**Training:**

A Bachelor's degree in a network related field, or equivalent. Novell network accreditation courses a plus.
**IV-7.18 Personnel Manager**

**IV-7.18.1 Definition**

To perform professional and technical human resources work in a variety of human resources program areas including conflict resolutions, mediation, legal compliance, policy development, statistical analysis, family medical leave, prevention of sexual harassment, professional development, recruitment and retention, testing, benefits and compensation, classification, labor relations, affirmative action and records maintenance.

**IV-7.18.2 Supervision Received and Exercised**

Receives direction from the Vice President for Human Resources and Institutional Effectiveness. Act on behalf of the Vice President during his/her absence.

**IV-7.18.3 Essential Duties**

Duties may include, but are not limited to, the following:

Research, analyze and recommend the procedures to be used in the development and validation of human resources selection instruments.

Assist in salary and fringe benefit information for use in collective bargaining.

Conduct studies and collect information concerning human resources operations procedures and policies; prepare administrative memoranda and report on statistical data; recommend new and revised procedures and policies for the Vice President's consideration.

Provide general oversight to office operations in Human Resources and Institutional Effectiveness/Assessment, and attend executive level meetings on behalf of the Vice President (VP) during periods when the VP is not available.

Serve as the College’s Deputy Title IX Coordinator.

Provide management oversight for assessment planning activities in Human Resources and Institutional Effectiveness. Train appropriate staff on use of electronic assessment management system.

Assist in developing, coordinating, implementing and maintaining human resources policies, practices, and procedures; advise the administration and employees in their interpretation when necessary.
Update college policies and procedures in the Employment and Affirmative Action Manual as equal opportunity laws or college processes change.

Provide assistance to the College’s Title IX Coordinating as the Deputy Title IX Coordinator assuring compliance with Title IX mandates:

- Prevention and remediation of sexual harassment, sexual assault and violence, stalking, intimate partner and relationship violence, gender discrimination, bullying, cyber-bullying and provide oversight and coordination of prompt and equitable grievance procedures.
- Design and provide Title IX compliance training for employees, students, investigators and appeal officers of the College.
- Conduct investigations in a manner to comply with Title IX, Clery Act, Violence against Women Act and the Office of Civil Rights and assure compliance with final remedies and sanctions.
- Assure prevention and awareness programs for incoming students and employees that information on risk reduction to recognize warning signs of abusive behavior and how to avoid potential attacks.
- Assure any situations of possible retaliation against those exercising their rights under Title IX, Clery Act, Violence Against Women Act and Office of Civil Rights guidelines are addressed and remedied quickly to reduce victim reluctance in reporting violations.
- Create and maintain a College website that addresses College obligations related to laws associated with Title IX and sexual assault prevention on College campuses.

Participate in the employee grievance process; coordinate and compile necessary data; advise the administration and employees regarding grievance procedures; draft and recommend FTCC responses and positions on grievance matters.

Coordinate professional development programs for FTCC faculty and staff; identify and evaluate professional development needs; develop, plan, schedule professional development sessions. Maintain the College’s professional development schedule and update the schedule on the College’s website.

Participate in the development, maintenance and updating of FTCC’s Administrative Procedures Manual as it relates to Human Resources and Institutional Effectiveness.

Participate in the identification, development, and implementation of electronic processing systems that will increase effectiveness and efficiency of office
operations; analyze data collected from such systems and make recommendations for system modifications to match College processes.

Maintain all records and files related to the human resources management function in accordance with federal, state and local regulations; ensure confidentiality and security of information. Assist administrative staff of the Institutional Effectiveness Office and with records and files maintenance.

Monitor the processing of employees transactions including new hires, terminations, promotions, transfers, and leaves of absence. Maintain the employee telephone book in both paper and electronic format based upon employee position changes.

Analyze personnel actions requested by faculty and staff and make recommendations to the VP and President on such actions.

Respond to requests for information from employees, the administration, outside agencies and the public.

Manage exit interviews with employees leaving FTCC employment.

Ensure compliance with the College’s Family Medical Leave Act policy and procedures, and coordinate required paperwork with eligible employees.

Determine eligibility and assist employees with voluntary shared leave where appropriate. Complete the Voluntary Shared Leave Program report for submission to the NCCS Office each fiscal year.

Provide assistance and coordinate the College’s Merit Increase for Educational Achievement policy and Tuition Reimbursement policy with eligible employees. Ensure appropriate paperwork is submitted and processed in a timely manner.

Update and maintain the Human Resources website.

Oversee the College’s awards program. Announce and collect nominations, and coordinate voting for award winners.

Obtain and maintain Development Dimensions International (DDI) trainer certification in behavioral/situational interviews and periodically conduct professional development training sessions for hiring managers. Assist hiring managers with related processes and actions.

Assist hiring managers with development of legally sufficient job announcements that fully address essential job functions. Publish job vacancies on electronic and print formats to various media outlets. Use targeted advertising methods to
increase the number of applications coming from diverse and highly qualified candidates.

Coordinate and schedule prevention of sexual harassment training sessions and monitor employee personnel records for required refresher training. Maintain records of attendance to training.

Provide assistance, policy guidance and advice to FTCC employees as appropriate.

Monitor and administer professional development budget. (Tier A)

Examine personnel practices and conduct statistical analysis, as appropriate, to ensure nondiscrimination with respect to employment practices.

Participate in investigations and make recommendations concerning the resolution of alleged policy violations and/or grievances filed by employees, applicants for employment, and students. Ensure Title IX compliance in all investigations related to sexual harassment.

Participate in special projects or additional duties, as assigned.

**IV-7.18.4 Qualifications**

**IV-7.18.4.1 Knowledge of:**

Principles, methods and procedures utilized in recruitment and selection, orientation, classification and salary administration.

Principles of assessment, including budget management to support assessment action plans.

Applicable Federal, State and local laws and regulations.

Processes for conduction legally sufficient investigations and recommending resolutions.

Leadership principles and development of employees working in human resources and institutional effectiveness

Fundamental principles and practices of human resources administration, including targeted selection, behavioral-based interviewing, and professional development for faculty and staff.

Statistical concepts and methods.
Modern office methods, procedures and practices.

**IV-7.18.4.2 Ability to:**

Perform complex, professional, and independent work related to human resources.

Interpret College policies for employees and the general public.

Collect, compile and analyze information and data.

Conduct studies, assemble information, and identify problems affecting human resources and College institutional effectiveness and efficiency.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-7.18.4.3 Experience and Training Guidelines**

**Experience:**

Four years of professional human resources experience generalist. Documented experience in institutional effectiveness is desirable but not required.

**Training:**

A Bachelor’s degree from an accredited college or university with major course work in human resources administration, business administration, public administration, or a related field.
IV-7.19  Plant Operations Facilitator

IV-7.19.1 Definition

To perform a wide variety of skilled and semi-skilled building, construction tasks relating to the renovation, upkeep and operation of campus buildings and facilities; to provide responsible technical and administrative support for the Facilities Services Director.

IV-7.19.2 Supervision Received and Exercised

Receives direction from the Director of Facility Services.

Exercises direct and indirect supervision over supervisory, maintenance and clerical staff in the absence of the Facility Services Director.

IV-7.19.3 Essential Duties- Duties may include, but are not limited to, the following:

General maintenance activities as related to facilities management and construction.

Assist with renovation and repair projects.

Oversee and inspect major construction and renovation projects.

Generate materials list, supply requisitions, and bid procurement for campus improvement projects.

Review completed projects for contract compliance and recommend solutions to resolve differences.

Assist other department heads for coordination, to assure completion of college goals and schedules.

Assist with the development of the Plant Operations budget and long range planning.

Assist Plant Operations Department as required.

Correspond and distribute information and files using the College networking system.
Perform related duties as assigned.

**IV-7.19.4 Qualifications**

**IV-7.19.4.1 Knowledge of:**

Basic methods, tools, and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry and related construction.

Office procedures, methods, management, accounting, and record keeping.

English usage, grammar, spelling, and punctuation.

Computer operating systems and commands.

Blue print reading and project specifications.

Construction administration and management.

Safe work practices.

Applicable building codes, local ordinances and regulations governing the construction industry.

**IV-7.19.4.2 Ability to:**

Work cooperatively and professionally with those contacted in the course of work.

Perform and facilitate proper actions regarding construction issues.

Resolve problems and conflicts.

Compile and maintain accurate and complete records and reports.

Operate computer and other standard office equipment.

Communicate effectively.
Interpret and apply college policies and procedures.

IV-7.19.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of experience in the construction industry and 2 years of administrative experience.

**Training:**

An Associate degree from an accredited college or technical institute in Industrial Management or a related field, or equivalent.

**License and Certificate:**

You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
IV-7.20  Procurement and Special Projects Manager

IV-7.20.1 Definition

To plan, organize, and supervise the College's purchasing operation in an efficient and economical manner; to purchase a variety of materials, supplies, services, and equipment in conformance with State law and College policies; and to assist College faculty and staff in determining equipment and supply needs. To administer the College’s procurement card function. To administer miscellaneous special projects, as assigned.

IV-7.20.2 Supervision Received and Exercised

Receives direction from the Senior Vice President for Business and Finance.

Exercises direct supervision over professional, technical, and clerical staff.

IV-7.20.3 Essential Duties-  Duties may include, but are not limited to, the following:

Plan, prioritize, assign responsibilities and supervise the overall Procurement function at a high level.

Oversee the College's procurement card function.

Serve in a leadership capacity on miscellaneous special projects as needed in the Office of Business and Finance.

Recommend and assist in the creation of goals and objectives; establish schedules and methods for purchasing activities and services; implement policies and procedures.

Evaluate operations and activities of purchasing programs and personnel; recommend improvements and modifications.

Review and coordinate purchasing requests and requisitions exceeding the College delegation made by College faculty and staff for on- and off-campus locations.

Interview and negotiate with vendors and other representatives regarding prices, trade discounts, and deliveries; prepare and solicit bids; compare costs and evaluate the quality and suitability of supplies, materials, and equipment.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Procurement and Special Projects Manager (Continued)

Administer the procurement of temporary services for the College through staffing agency.

Coordinate with other College divisions and departments regarding their needs as related to purchasing, central supply, or the warehouse.

Draft and assist College staff with the drafting of specifications for various projects.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies.

Answer questions and provide information to other College faculty and staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Work with Purchase Contract and/or ITS on requisitions that exceed College's delegation; serve as liaison between user and Purchase and Contract and/or ITS to answer questions and obtain bid resolution.

Serve as audit liaison during purchasing compliance audits.

Maintain access rights in E-procurement.

Run purchasing utilities in Datatel.

Review requisitions, reports and journal entries prepared by the Procurement Supervisor.

Review, analyze, and trouble-shoot daily activity in E-Procurement and Datatel.

Maintain inventory of technical equipment in the Office of Business and Finance (i.e. computers, printers, scanners, etc.) and prepare a schedule for needed upgrades and replacements.

Perform related duties as assigned.

**IV-7.20.4 Qualifications**

**IV-7.20.4.1 Knowledge of:**

- Principles and practices of purchasing.
- State laws, rules, regulations, and procedures governing the procurement of equipment, supplies, and services.
- Methods and practices utilized in competitive bidding.
Types of supplies, materials, commodities, and services commonly used in educational institutions.

Suppliers, vendors, and producers of commodities and services used by the College.

Principles and practices of supervision, training, and personnel management.

Modern office methods, practices, and equipment.

Microsoft Excel and Word.

E-Procurement and Datatel systems.

**IV-7.20.4.2 Ability to:**

Analyze, evaluate, and modify purchasing methods and procedures.

Establish and maintain effective working relationships with a variety of suppliers, vendors, staff, and faculty.

Communicate clearly and concisely, both orally and in writing.

Organize, direct, and implement a comprehensive purchasing program.

Interpret and explain State and College purchasing policies, regulations, rules, and procedures.

Analyze transactions in E-Procurement and Datatel, trouble-shoot as needed to resolve problems.

Supervise, train, and evaluate personnel.

**IV-7.20.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
Four years of increasingly responsible experience in purchasing, inventory control, or a related field including at least two years of supervisory experience.

Training:

A Bachelor’s degree from an accredited college with major course work in business or a closely related field, or equivalent.
**IV-7.21 Programmer/Analyst I**

**IV-7.21.1 Definition**

To provide assistance in the overall development of the College’s management information system; to design, program, implement, and maintain new and upgraded client and web application programs, and to assist in activities with system users.

**IV-7.21.2 Supervision Received and Exercised**

 Receives general supervision from the Application Development Manager and or Programmer/Analyst II.

Exercises no supervision

**IV-7.21.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Design, write and document computer programs based on system requirements and in accordance with established standards and practices.

- Work with users to determine design requirements necessary to program new systems or update existing systems.

- Write programs based on system requirements using high-level programming languages; accurately and completely document all programs in accordance with established standards and procedures.

- Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

- Analyze existing applications and system software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

- Test, debug and implement projects as they are developed for production.

- Design forms for data processing users, including report layouts, input documents and data file layouts from specifications developed in cooperation with the user.

- Train users in capabilities, limitations, and proper use of automated systems. Prepare system flow charts and documentation; update documentation when changes are made.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Programmer/Analyst I (Continued)

Assist in developing and modifying internal data processing standards and procedures.

Frequently required to stand and walk.

Occasionally required to bend, stoop, kneel, and climb stairs.

Hear audible equipment indicators and verbal communications in the environment.

Required to use hands to operate controls.

Must occasionally lift and/or move up to 40 pounds.

Must see with sufficient close vision.

Perform related duties as assigned.

IV-7.21.4 Qualifications

IV-7.21.4.1 Knowledge of:

Principles of computer systems and procedures analysis and design.

Principles and techniques of programming, data processing and programming documentation.

Principles and concepts of relational databases.

High level programming language and the documented ability to work in at least two programming languages

Records storage and handling techniques.

IV-7.21.4.2 Ability to:

Work effectively and cooperatively with computer system users and department staff.

Read, interpret and apply complex technical publications, manuals and other documents.

Analyze data and develop logical solutions to problems.

Assist in data processing systems and procedures analysis and feasibility studies.
Provide technical training and assistance to College staff.

Communicate clearly and concisely, both orally and in writing.

**IV-7.21.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of computer programming experience.

**Training:**

An Associate degree from an accredited college in computer science or a related field, or equivalent.
IV-7.22 Programmer/Analyst II

IV-7.22.1 Definition

To provide technical expertise and assistance in the overall development of the College’s management information system; to design, program, implement, and maintain new and upgraded client and web application programs, and to assist and coordinate activities with system users and other Programmer Analysts.

IV-7.22.2 Supervision Received and Exercised

Receives general supervision from the Application Development Manager.

Exercises direct supervision over Programmer/Analyst I.

IV-7.22.3 Essential Duties - Duties may include, but are not limited to, the following:

Design, write and document computer programs based on system requirements and in accordance with established standards and practices.

Work with users to determine design requirements necessary to program new systems or update existing systems.

Write programs based on system requirements using high-level programming languages; accurately and completely document all programs in accordance with established standards and procedures.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing applications and system software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

Test, debug and implement projects as they are developed for production.

Design forms for data processing users, including report layouts, input documents and data file layouts from specifications developed in cooperation with the user.

Train users in capabilities, limitations, and proper use of automated systems. Prepare system flow charts and documentation; update documentation when changes are made.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
Programmer/Analyst II (Continued)  

Assist in developing and modifying internal data processing standards and procedures.

Frequently required to stand and walk.

Occasionally required to bend, stoop, kneel, and climb stairs.

Hear audible equipment indicators and verbal communications in the environment.

Required to use hands to operate controls.

Must occasionally lift and/or move up to 40 pounds.

Must see with sufficient close vision.

**IV-7.22.1** Perform related duties as assigned. 

**IV-7.22.1.1 Knowledge of:**

- Principles of computer systems and procedures analysis and design.
- Principles and techniques of programming, data processing and programming documentation.
- Principles and concepts of relational databases.
- Principal languages and equipment used by the College including VB.Net, ASP.Net, SQL Server Programming, Unix, Unibasic, and Envision.
- Records storage and handling techniques.

**IV-7.22.1.2 Ability to:**

- Work effectively and cooperatively with computer system users and department staff.
- Read, interpret and apply complex technical publications, manuals and other documents.
- Analyze data and develop logical solutions to problems.
- Assist in data processing systems and procedures analysis and feasibility studies.
Provide technical training and assistance to College staff.

Communicate clearly and concisely, both orally and in writing.

Mentor less experienced developers and users within the MIS department.

**IV-7.22.1.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of computer programming experience to include 2 years of programming in the College’s proprietary development language.

**Training:**

A Bachelors of Science degree from and accredited college in computer science of equivalent.
IV-7.23  State, County, Grants Funds Manager

IV-7.23.1 Definition

To perform professional and technical financial services work in a variety of areas to include financial, accounting, complex statistical analysis, developing budgets, grants, and fiscal reporting and provide responsible administrative assistance to the Associate Vice President for Business and Finance.

IV-7.23.2 Supervision Received and Exercised

Receives general direction from the Associate Vice President for Business and Finance.

Exercises functional and direct supervision over technical and professional staff.

IV-7.23.3 Essential Duties - Duties may include, but are not limited to, the following:

Prepare monthly and annual accounting and financial reports.

Oversee the reimbursable grants process for State and Institutional funds; post budgets for grants and make necessary budget revisions.

Meet with departmental personnel as needed regarding budget proposals for grant funds and monitor grant fund expenditures.

Participate in the budget preparation of State and County funds budgets; oversee County budget preparation.

Post original approved budgets; post budget charges through journal entries or the Datatel “export” function; maintain forms and documents related to the budget process for compliance with directives from the State Board of Community Colleges; execute transfers associated with the budget as directed by the NCCCS.

Prepare State and County budget transfers and revisions, as authorized; review and approve County Budget transfers and revisions.

Run general ledger posting on journal/budget entries.
Prepare monthly State budget analysis and assist in researching specific problems; oversee monthly County budget analysis and assist in researching specific problems.

Assist with maintenance of WebAdvisor online budget access for approved users and provide training.

Participate in meetings with departmental personnel as needed to facilitate the budget preparation; review, analyze, and monitor departmental budgets as required; prepare departmental budget reports; assist departmental staff with budget problems as necessary.

Identify, review, and present recommendations to College management regarding alternative funding and service level recommendations.

Calculate the Student Accident Insurance premium and prepare the voucher for payment each semester.

Oversee debt setoff process.

Assist with preparation of the Financial Statements.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Review and recommend improvements to the College's accounting and financial internal control systems and procedures.

Provide support to the Associate Vice President for Business and Finance related to assigned areas of responsibility.

Perform related duties as assigned

**IV-7.23.4 Qualifications**

**IV-7.23.4.1 Knowledge of:**

Principles and methods of financial administration in the areas of accounting, budgeting and cash management.

Advanced procedures and techniques involved in compiling and revising budgets.

Master in Microsoft Excel and Word.
Research methodology, reporting techniques, and report preparation principles.

Mathematical principles.

Modern office practices, procedures, methods, and equipment including automated accounting systems.

Laws regulating the financial administration of a community college.

Generally accepted accounting principles.

Principles and practices of supervision, training, and personnel management.

Principles of economics, financial analysis and cost-benefit analysis.

**IV-7.23.4.2 Ability to:**

Analyze problems, identify alternative solutions and implement recommendations in support of goals.

Prepare complex accounting reports and analysis.

Read, interpret and apply complex rules, regulation manuals, and other publications needed for preparing surveys.

Maintain effective work relationship with outside organizations and College staff and faculty.

Communicate clearly and concisely, both orally and in writing.

Assist with the preparation and monitoring of a large college budget.

Gather, organize and analyze statistical data.

Adapt to new advanced technical skills involved in the usage of various types of hardware and software.

Supervise, train, and evaluate personnel.

**IV-7.23.4.3 Experience and Training Guidelines**
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of experience involving the research and reporting of complex data in the fields of accounting and budgeting.

**Training:**

A Bachelor’s degree in finance, accounting, business administration or closely related field with advanced training in computers; or equivalent.
IV-7.24 Systems Administrator

IV-7.24.1 Definition

To administer, install, implement, and maintain the hardware and software applications used to support the College's primary administrative and business functions, including the host and all associated administrative servers. Manage and lead all state dictated software, hardware, database and application upgrades and migrations, enhancements, and patches in conjunction with NC Community College System office IT services. Maintain contact with the NC Community College System Office, NC Office of Information Technology Services, the State Auditors office, and professional organizations as required for pilot and beta testing, project management, maintenance, support and planning.

IV-7.24.2 Supervision Received and Exercised

Receives direction from the Director of MIS.

Exercise direct supervision over the Systems Administrator Technician(s).

IV-7.24.3 Essential Duties- Duties may include, but are not limited to, the following:

Supervise the activities of the System Administrator Technician(s).

Manage MIS processes and procedures governing access of business systems, to include Access controls, authorization, authentication, security classes, and account creation, Revocation, and termination.

Manage and maintain the physical and technical environments of the business servers for Compliance with state IT security standards, local guidelines, IT audit requirements, State, and Federal laws.

Supervise and participate in the implementation, configuration, patching, upgrading, and General administration of the UNIX Servers.

Supervise and participate in the implementation, configuration, patching, upgrading, and General administration of the Datatel Database.

Supervise and participate in the implementation, configuration and general administration Of the Windows Servers.
Perform basic systems security and administration and usage monitoring functions.

Monitor and manage computing resources, including CPU usage, disk usage, and response times to insure optimal performance of both the operating system and database environments.

Supervise, train, and evaluate assigned staff; plan, assign and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate training.

Perform system backup, backup testing and recovery procedures of all business servers.

Manage implementation of production application changes and enhancements, to include locally developed and state or vendor provided changes.

Keep current with new security, technology, laws and regulations.

Maintain system documentation, configurations, setups and logs.

Coordinate the installation, testing and deployment of enhancements, migrations, and upgrades with users.

Prepare reports, diagrams, and presentations as required to report project activity, monitoring outcomes, usage, trends, user information, etc.

Implement, configure, and administer the deployment of all approved business application client software.

Assist programmers with diagnosing production problems.

Train Staff.

Participate in departmental planning and budget processes.

Coordinate with other Community Colleges on systems applications, implementation.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 70 pounds.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Systems Administrator (Continued)

Required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms.

Hear audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and evaluate perceivable changes in the environment.

Perform other duties as assigned.

**IV-7.24.4 Qualifications**

**IV-7.24.4.1 Knowledge of:**

System Administration practices and procedures.

Knowledge of medium and large scale UNIX servers and the Solaris Operating System.

Database concepts and administration.

IBM’s Unidata Database, administration tools, account management.

Datatel’s Colleague Application, Envision runtime environment, Messaging Interface (DMI), Electronic Data Exchange (EDX), and WebAdvisor.

Information Technology Security concepts and practices.

UNIX scripting, Perl, and Java.

**IV-7.24.4.2 Ability to:**

Supervise and participate in the operation of all System Administration activities.

Implement, configure, administer, secure and document the college’s complex hardware and operating system environment.

Implement, configure, administer, secure and document the college’s complex database application.
Implement, configure, administer, secure and document the college's windows and UNIX server applications and hardware that are integrated Front end to the Datatel application.

Conduct on-going risk assessments including the monitoring, investigation and reporting of security and access violations.

Read, analyze, and interpret technical procedures and instructions.

Diagnose and solve problems in a complex technical environment.

Effectively present information and respond to inquiries from all levels of college technology users.

Write reports and routine business correspondence.

Use productivity tools (word processor, spread sheet) on a PC to perform many basic job duties required for communication and reporting.

**IV-7.24.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year actual experience with following hardware and software: Windows 2000/NT server, Sun systems and UNIX (Solaris), Datatel's Colleague, DMI, Web Advisor, and IBM Unidata Database.

**Training:**

A bachelor's degree in Information Systems with a concentration in Systems Administration or Database Administration.
COORDINATORS
**IV-8.1 Coordinator of Work-Based Learning (WBL)**

**IV-8.1.1 Definition**

To plan, implement, administer, and evaluate the collegiate Work-Based Learning (WBL) program; to maintain compliance with NCCCS policies and procedures; to assist in approval of Work-Based Learning (WBL) assignments and monitoring of Work-Based Learning (WBL) work experience; to provide complex staff support to the Associate Vice President for Curriculum Programs; to coordinate Work-Based Learning (WBL) programs and activities with other departments and divisions of the College.

**IV-8.1.2 Supervision Received and Exercised**

Receives direction from the Dean of Enrollment Management.

Provide technical supervision for compliance with NCCCS policies and procedures by the Work-Based Learning, Faculty Coordinators and direct supervision of one secretary.

**IV-8.1.3 Essential Duties**  Duties may include, but are not limited to, the following:

Conduct personal visits to new and existing employers in the area; maintain close contact with area employers to improve the job market for College graduates.

Advise students in their educational, career, and personal development.

Evaluate student educational plans and transcripts to determine Work-Based Learning (WBL) eligibility.

Maintain records to document the activities of Work-Based Learning (WBL) participants.

Assist students in developing measurable learning objectives.

Assist Faculty Coordinators in the evaluation and grading of students through on-site visits with employers and review of student records.

Write and implement program procedures, standards, and agreements to align with local and state Work-Based Learning (WBL) policies and procedures.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Coordinator of Work-Based Learning

Develop and update Work-Based Learning (WBL) brochures, handbooks, workbooks, and forms.

Work directly with Faculty Coordinators to provide program assistance.

Serve as liaison official between the College and employers regarding requirements of the program.

Plan and monitor annual departmental budget.

Prepare regular data reports for the Associate Vice President for Student Services and Senior Vice President of Academic and Student Services.

Develop internal and external marketing strategies, activities, and promotional materials.

Give oral presentations to student groups on campus and to civic and professional groups in the community regarding Work-Based Learning (WBL).

Collaborate with external agencies to facilitate the placement process of Work-Based Learning (WBL) students.

Annually audit all Work-Based Learning (WBL) records and notebooks to ensure compliance with NCCCS requirements.

Conduct annual training workshops for FTCC faculty and staff involved in the provision of Work-Based Learning (WBL).

Perform related duties.

**IV-8.1.4 Qualifications**

**IV-8.1.4.1 Knowledge of:**

Principles and practices of career counseling and student placement.

Resources and information sources related to job markets, employment and occupational trends, and salary levels.

Principles and practices of marketing and promotion.

Principles and practices of placement program design and execution.

Area employers and employment requirements.
Methods and practices of statistical report preparation and presentation.

Modern office methods, practices, techniques and computer equipment.

Effective job search techniques.

Principles of effective employee supervision, training, and evaluation.

Technology, including computers, and education and productivity software.

Subject matter related to Work-Based Learning (WBL).

Principles and practices of Work-Based Learning (WBL) management.

Methods and techniques of Work-Based Learning (WBL) development and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles and practices of grant proposal preparation.

Principles and practices of financial record keeping.

Methods and techniques of program marketing and publicity.

**IV-8.1.4.2 Ability to:**

Effectively counsel and advise students in matters related to career planning and placement.

Effectively market the skills and abilities of students to local business and employers.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare and maintain accurate records, files, and reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned staff.

Prepare, analyze and implement appropriate recommendations related to Work-Based Learning (WBL) affairs.

Effectively market Work-Based Learning (WBL).

Interpret and apply College and grant policies, procedures, rules, and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Maintain effective work relationships with members of the community, the student population, and the College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

### IV-8.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience in career counseling, placement, and Work-Based Learning (WBL).

**Training:**

A Bachelor's degree from an accredited college or university with major course work in career counseling, Work-Based Learning (WBL), or closely related field or equivalent. A Master’s degree is desirable.

### IV-8.1.5 Physical Requirements to Perform the Essential Duties

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the environment.
Is occasionally required to sit; use hands to finger, handle, or feel object, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 25 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.
**IV-8.2 Disability Support Services Coordinator**

**IV-8.2.1 Definition**

To plan and organize intake, evaluation, and support services for the special student population at the College and to provide highly responsible academic and administrative support to the Associate Vice President for Student Services.

**IV-8.2.2 Supervision Received and Exercised**

Receives direction from the Associate Vice President for Student Services.

Exercises direct supervision over assigned clerical and paraprofessional staff.

**IV-8.2.3 Essential Duties**  Duties may include, but are not limited to, the following:

Advice and counsel students when appropriate.

Assess student standing and needs, suggest alternative courses of action. Provide information and general assistance.

Coordinate provision of special services with academic staff, Student Services, and external agencies maintaining ADA compliance.

Collect necessary documentation from or through the disabled student when necessary.

Evaluate need for reasonable educational accommodations and take appropriate action where deemed prudent and necessary while maintaining ADA compliance.

Recruit paraprofessional assistance to provide special accommodations in the form of sign language interpretation, note taking, and related accommodations.

Prepare part-time contracts for interpreters and note takers, readers, and peer assistants.

Supervise staff activities including interpreters, note takers, readers, and peer assistants.

Act as liaison between external agencies, program services, faculty, and other pertinent offices at the College.
Maintain a positive relationship with students, staff, and faculty.

Serve on a variety of committees as assigned.

Serve as a resource for interpretation, development, and delivery of services to special population students.

Maintain proper records in accordance with institutional policy, state guidelines and applicable federal regulations.

Serve as the campus contact for all ADA compliance issues.

Educate and collaborate with administration, faculty, staff, students, and outside agencies to resolve issues surrounding individual accommodation plans and ADA compliance.

Assess technology (software and hardware) and develop adaptive solutions, train students to use assistive technology.

Ensure facility compliance regarding students’ academic accommodations and needs in the classroom.

Develop and implement workshops, literature and activities for students, faculty, and staff on access (ADA) issues. Develop student disability-related publications, ie brochures, articles, web resources, handbooks.

Perform other duties as assigned.

**IV-8.2.4 Qualifications**

**IV-8.2.4.1 Knowledge of:**

- Academic career and personal counseling techniques, methods and procedures.
- Special needs of special student populations.
- Methods and techniques of program development and evaluation.
- Principles of supervision including employee training and performance evaluation.
- Principles and practices of grant proposal preparation.
- Methods and techniques of program marketing and publicity.
IV-8.2.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned staff.

Prepare, analyze and implement appropriate recommendations related to special student populations.

Effectively market assigned program.

Interpret and apply College and grant policies, procedures, rules and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-8.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of responsible academic, career and personal counseling experience

Training:

A Master’s degree from accredited college or university with major course work in counseling, the behavioral sciences, or a closely related filed; or equivalent.
**IV-8.3 Educational Television Programming Coordinator**

**IV-8.3.1 Definition**

To consult with the Fayetteville Cumberland Education Access Channel educational partners to identify instructional video needs and then locate and acquire the programming necessary to support the education area identified. To schedule the programming to achieve the highest viewer participation and to achieve the highest level of education assistance; to then maintain contact with the agency who requested the instructional video in order to improve the educational services available in Cumberland County. To facilitate the appropriate use of the Fayetteville Cumberland Educational Education Access Channel.

**IV-8.3.2 Supervision Received and Exercised**

Receives direct supervision from the Vice President for Technology.

Exercises no functional supervision over any other staff, faculty, or administrators.

**IV-8.3.3 Essential Duties** - Duties may include, but are not limited to, the following:

Consult with educational partners to analyze instructional video support needs and determine the appropriate programming that will provide the best solution to fill that instructional need.

Consult with appropriate agencies to identify staff development goals and requirements and identify media resources that will support these goals.

Research the available programming resources and develop plans that will tap into those programming resources.

Assist the public school system in the development of instructional opportunities for their students and develop resources that support these opportunities.

Review all submitted programs to ensure the program is in the correct media format and complies with all standards set by the Education Access Channel Advisory Board.

Prepare all Education Access Channel program schedules ensuring that the schedule meets all the requirements.
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Educational Television Programming Coordinator (Continued)

Using the Education Access Channel playback computer system, digitize all programming material, prepare the program schedule and monitor the playback of the programming on the channel to ensure the computer system is operating properly.

Update the Education Access Channel website to reflect the most current program schedule.

Monitor the channel computer playback system to ensure that all programming that has been scheduled is aired at the proper times and within the quality parameters as outlined by the Education Access Channel Advisory Board.

Assist the Education Access Channel Advisory Board in the development of policies and procedures that are deemed necessary to ensure the smooth operation of the Education Access Channel and develop procedures to inform teachers of the availability of television programming and technology.

Be actively involved with all the Educational Access Channel education partners for the purpose of assisting teachers and other staff in the use of the television medium to supplement teaching activities.

Encourage and facilitate the use of television as an education tool to enhance learning for Cumberland County.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Perform related duties as assigned.

**IV-8.3.4 Qualifications**

**IV-8.3.4.1 Knowledge of:**

Communications and media technologies, computer systems and procedures including computer assisted digital video storage and playback, web design concepts and software, computer software related to video playback on a cable system, servers, digital video, capture, MPEG, DVD and CD-Rom applications.

Writing techniques and principles including proper English usage, grammar and punctuation.

Principles and techniques of producing educational television projects.
IV-8.3.4.2 Ability to:

Develop presentations using the latest presentation software and to develop presentations for community and education groups.

Conduct meetings, lead discussions and generally facilitate effective discussions about educational television and the use of educational television to meet instructional objectives.

Utilize technology in the performance of the day to day operations of the Education Access Channel.

Analyze problems, identify alternative solutions, project consequences of proposed action and implement recommendations in support of the stated goals of the Education Access Channel.

Write procedures and recommend policies to the Education Access Channel Advisory Board.

Communicate effectively, both orally and in writing.

IV-8.3.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in two or more media production fields including two years of experience involving the day to day operations of a cable access channel or similar delivery channel, understanding of software to include office applications as well as scheduling software.

Training:

Equivalent to the completion of a Bachelor's degree from an accredited college or university with course work in journalism, computer multimedia or a closely related field.
**IV-8.4 Integrated Marketing & Events Coordinator**

**IV-8.4.1 Definition**

To perform program development and coordination duties statewide in support of Fayetteville Technical Community College and the following programs of the North Carolina Military Business Center: Communications and Outreach; Strategic Initiatives; Business Development, Training and Assistance; Technology Resources; and Transitioning Military Employment.

**IV-8.4.2 Supervision Received and Exercised**

Receives direction from the Executive Director of the North Carolina Military Business Center, as needed.

Exercises general supervision over the Organizational Support Team, which includes: Secretary II (Office Manager), federal work-study students, interns and temporary employees, as assigned.

**IV-8.4.3 Essential Duties**

Duties may include, but are not limited to, the following:

Plan, coordinate, execute, and continuously evaluate all integrated marketing initiatives associated with the NCMBC Communications and Outreach Program and FTCC as assigned, to include: public relations; marketing; advertising; design and publication of internal and external media; social media; newsletters; community relations outreach with outside agencies and professional organizations; and media coordination, to include drafting and distributing press releases, coordinating media interviews and conducting story promotion.

Coordinate all government relations activities associated with the NCMBC Communications and Outreach Program and FTCC as assigned, to include: conducting liaison with local governments, members of the North Carolina General Assembly, US Senate and Congressional delegation; coordinating with the Offices of the Governor, Lieutenant Governor, Department of Commerce and other departments of the Council of State on federal procurement topics, upcoming events, training, business capabilities and recent federal contract awards to businesses in the state.

Plan, coordinate, execute and evaluate statewide events associated with the NCMBC Strategic Initiatives Program and FTCC as assigned, to include: selecting date and venue; coordinating venue and layout; negotiating contracts and pricing;
developing event budget; developing and executing participant and exhibitor recruitment and registration; selecting, inviting and coordinating VIP speakers and sponsors; designing and publishing event books, badges and other materials; executing events on-site; conducting post-event participant, sponsor and VIP follow-up; and evaluating and planning for future events.

Plan, coordinate, market, execute and evaluate all statewide, regional and local training activities associated with the NCMBC Business Development, Training & Assistance Program and FTCC as assigned, to include: introductory federal procurement and military business courses; intermediate training (Defense Contractor Academies); and advanced training for government contractors. Maintain the NCMBC course catalog. Coordinate with supported community colleges, chambers of commerce, economic developers, trade associations and other customers statewide to schedule and execute training.

Perform all webmaster functions associated with the NCMBC Technology Resource Program and FTCC as assigned, to include: creating, updating, revising and improving NCMBC webpages; creating and testing event webpages with paid (and unpaid) registration coding; managing the blog on the NCMBC website; and managing secondary NCMBC websites as required, including the “I Hire Military” and “StayNC” domains.

Perform all functions associated with the NCMBC’s Transitioning Military Employment Program and related FTCC duties as assigned, to include: assisting North Carolina businesses that are seeking veterans for employment opportunities; coordinating with all military installation transition assistance programs and similar agencies to help military personnel and family members connect with current and future employment opportunities; plan, coordinate, modify and modify supporting NCMBC initiatives including “I Hire Military” and “StayNC;” and develop new initiatives and coordinate NCMBC support of other similar programs statewide.

Supervise all activities of the NCMBC Organizational Support team and related FTCC duties as assigned, to include: developing and coordinating NCMBC administrative practices; developing the NCMBC annual budget; developing professional services agreements for NCMBC contractors; and overseeing NCMBC budget execution and maintenance of budget-related documents.

IV-8.4.4 Qualifications

IV-8.4.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
Principle and practices for an integrated approach for marketing, advertising, social media, public relations, community relations and government relations

Adobe software: Photoshop, Contribute, InDesign

Political system and ethical guidelines for government relations activities

Press release, news article, feature story and publication writing

Design and publication methods for internal and external marketing material

Venue negotiation, hotel, catering contracts

Budgeting procedures and techniques

Professional media and communications standards

Website design concepts and content management

Creation, design, and implementation of statewide training programs

Financial management, professional service agreement preparation and execution

Military transitioning/exiting process and transitioning military/family needs when seeking employment post-service

Principles and practices of supervision, training and personnel management

IV-8.4.4.2 Ability to:

Organize, lead, direct, and implement a comprehensive statewide integrated marketing communication program

Develop, effectively handle and coordinate simultaneous programs, projects and activities

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals/objectives
Apply market research results to the development of sound and effective marketing strategies

Supervise, train and evaluate personnel

Compose effective written materials and publications

Coordinate with professional organizations, agencies, government, military and FTCC staff

Communicate clearly and concisely, both orally and in writing

Establish and maintain effective working relationships with those contacted in the course of work to include: business, military, government and media representatives

Prepare informational and statistical reports for business, media, government and military use

Operate a personal computer to include word processing, e-mail and other applications

Operate Adobe Photoshop, InDesign, Contribute, Acrobat Pro and other desktop publishing suites

Type at a speed necessary for adequate job performance

IV-8.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible integrated marketing communication and event planning experience including heavy public contact and significant coordination responsibilities. In addition to Microsoft Office, must perform proficiently with Adobe Suite to include: Photoshop, Contribute, InDesign, Acrobat Pro.

Training:
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Integrated Marketing & Events Coordinator (Continued)

A Bachelor’s Degree from an accredited college or university supplemented by specialization in communication with a focus in public relations, government relations or a closely related field; or equivalent.
**IV-8.5 OSHA Services Coordinator**

**IV-8.5.1 Definition**

To plan, oversee, organize and direct and review the activities of health and occupational safety programs; coordinate assigned activities with other college operations and outside agencies; and to provide responsible support to the Vice President for Legal Services and Risk Management.

**IV-8.5.2 Supervision Received and Exercised**

Receives direction from the Vice President for Legal Services and Risk Management.

**IV-8.5.3 Essential Duties**

Duties may include, but are not limited to, the following:

- Maintain current knowledge base regarding all requirements of OSHA as they apply to College operations.
- Coordinate and/or conduct all OSHA required training for all College faculty and staff.
- Accurately maintain all records required by OSHA.
- Prepare and submit all OSHA reports accurately and in a timely manner.
- Coordinate and/or conduct audits of College operations to ensure compliance with OSHA.
- Annually review all College policies and procedures that are required by OSHA or otherwise required to maintain a safe working environment.
- Coordinate OSHA services with local law enforcement, fire departments, and EMS as needed.
- Work closely with College’s Safety Committee to foster a safe working environment fully compliant with OSHA.
- Develop, plan and assist with the implementation of administrative objectives as well as policies and procedures necessary to provide comprehensive risk
management services to College departments and programs; review new or modified Health and Safety Manuals and procedures.

Direct and coordinate risk management service programs for occupational safety and health programs.

Coordinate assigned activities with those of other departments, divisions, faculty and administrative staff.

Provide staff assistance to the Vice President for Legal Services and Risk Management.

Responsible for gathering and analyzing data for assessment.

Perform other duties as assigned by the Vice President for Legal Services and Risk Management.

### IV-8.5.4 Qualifications

#### IV-8.5.4.1 Knowledge of:

Organizational and management practices as applied to the evaluation of safety programs, policies and operational needs.

Federal, state and local industrial safety laws and procedures.

Organizational and management practices as applied to the analysis and evaluation of policies and operational needs.

Applicable laws affecting College OSHA Services.

#### IV-8.5.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Analyze, evaluate and modify safety method manuals and procedures.

Develop, interpret and apply College policies, procedures, rules and regulations.

Train and evaluate assigned personnel for OSHA training on Blood Borne Pathogen, Hazard Communication, and Chemical Hygiene.
Communicate clearly and concisely, both orally and in writing.

Train, supervise and evaluate assigned staff.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare, analyze and implement appropriate recommendations related to auxiliary services.

Interpret and apply college policies, procedures, rules and regulations.

**IV-8.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two or more years of OSHA related experience.

**Training:**

A Bachelor's degree from an accredited college or university.
IV-8.6 Program Coordinator

IV-8.6.1 Definition

To plan, organize and coordinate the activities of an assigned instructional program and to provide highly responsible academic and administrative support to the assigned Director, Department Chair, Division Chair and/or Academic Dean.

IV-8.6.2 Supervision Received and Exercised

Receives general supervision from the assigned Director, Department Chair, Division Chair, Dean, and/or Academic Dean.

IV-8.6.3 Essential Duties- Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation of goals and objectives related to the assigned curriculum program.

Perform overall coordination duties for the curriculum program, including coordination of curriculum development and review activities.

Assist in the marketing of assigned curriculum; provide input on marketing materials and literature for distribution to potential students; make presentations to schools, organizations, and other contacts.

Coordinate the program advisory committee for the curriculum program/concentration.

Coordinate with faculty and staff to discuss and possibly implement procedures and suggestions by the Program Advisory Board Membership for progressive improvements.

Provide input on program budget needs to include part-time salaries, supplies, equipment, travel and other costs.

Monitor all expenditures for cost effectiveness and efficiency of program/concentration operations.

Develop, review, and recommend new or modified course outlines, supplies, materials and textbooks; maintain currency of instructional techniques and methods.
Provide proposed revisions and updates of course outlines and syllabi for coordination/approval with the final approval authority.

Assist with the identification and recruitment of potential faculty and lab technicians in the assigned department; participate in interview selection committees; provide initial orientation and training to new hires, especially adjunct faculty members new to the campus.

Assist with the scheduling and staffing for all classes in the program/concentration area, including monitoring classes for effectiveness and efficiency of operations.

Provide written input on the evaluation of faculty, staff and lab technicians assigned within the curriculum department, as deemed appropriate by the Director, Department/Division Chair and/or Academic Dean.

Recommend courses to be offered face-to-face and via distance learning techniques, and coordinate with faculty members assigned to the program to teach the new courses; coordinate with faculty for enrollment to Certified Online Instructor (COI) training; coordinate for the preparation of Attachment E documents on new courses to be offered and submit to the Director, Department/Division Chair and/or Academic Dean.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan on an annual basis and ensure faculty assigned to the program/concentration also provides a well-thought out plan.

Maintain program compliance activities within SACSCOC criterion on a daily basis.

Participate in student advisement and registration processes.

Make appropriate recommendations on student graduation readiness, including initiating requests for course substitutions, as appropriate.

Resolve complaints or problems among faculty, staff, and students within the program/concentration area and advise of potential escalation of problems, as appropriate.

Verify accuracy and timely submission of 10% rosters and final grade rosters for faculty members assigned to the program/concentration.

Comply with the instructional responsibilities, as explained in the job description for instructional faculty.
Perform related duties as assigned for curriculum department as a part of the administrative responsibilities for teaching faculty.

**IV-8.6.4 Qualifications**

**IV-8.6.4.1 Knowledge of:**

Principles and practices of organization and management.

Principles of curriculum design, including a basic understanding of the NCCCS Website and its various links.

Principles of instructional methodologies and pedagogy.

Specific curriculum and subject matter related to the assigned program/concentration and departmental activities.

**IV-8.6.4.2 Ability to:**

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Train and develop faculty in matters relating to effective teaching techniques and classroom management tactics.

Analyze curriculum design for coherence and effectiveness.

**IV-8.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum department and overall program area.
IV-8.7  Program Coordinator - Testing

IV-8.7.1  Definition

To plan, organize, prepare, and provide the testing program; to provide highly responsible administrative staff support to assigned supervisor.

IV-8.7.2  Supervision Received and Exercised

Receives general supervision from the Director of Admissions.

IV-8.7.3  Essential Duties-

Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation, and administration of goals and objectives, as well as policies and procedures related to testing.

Coordinate assigned activities with the Director of Admissions, Director of Military Programs, Literacy Education Director, US Army Education Center Testing Director, Dean of College & Career Readiness, and other outside agencies and organizations.

Conduct testing research to provide statistical data for program admission and potential for academic success.

Confer with and provide staff assistance and advice to higher level management staff; develop, prepare, and present recommendations and reports as requested.

Serve on Student Development and Institutional standing committees as requested.

Administer the ACCUPLACER in accordance with administration documentation.

Score and report the ACCUPLACER results in a timely fashion.

Provide a positive testing climate which includes encouragement to perform at the highest level, and de-emphasizes intimidation and fear.

Collaborate with, the Director of Admissions in preparing a testing schedule and testing information for school literature.
Maintain computer hardware and software necessary to run the Testing Office in an effective and efficient manner.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan to the Director of Admissions on an annual basis.

Participate in student advisement and registration processes.

Perform related duties as assigned.

**IV-8.7.4 Qualifications**

**IV-8.7.4.1 Knowledge of:**

Principles and practices of organization and management.

Principles of test administration and test evaluation, including a basic understanding of the NCCCS Website and its various links.

Specific curriculum and subject matter related to testing and counseling activities.

College policies and procedures regarding admission standards and educational program requirements.

**IV-8.7.4.2 Ability to:**

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Determine specific needs of individual students and provide appropriate support.

Communicate clearly and concisely, both orally and in writing.
Relate to students with different cultural and social backgrounds.

IV-8.7.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of academic, career and personal counseling and admissions experience.

Training:

Minimum Requirements: A Bachelor’s degree in Education, counseling, behavioral sciences, or a closely related field; or equivalent.

Preferred: A Master’s degree in counseling, student services, or related area.
**IV-8.8 Textbook Coordinator**

**IV-8.8.1 Definition**

To perform responsible support activities within the bookstore operation involving the purchase, display and sale of student textbooks; the receipt, pricing, and inventory maintenance of student textbooks; assist in planning and supervising the development and administration of the College Bookstore; and to perform a variety of technical and financial tasks relative to assigned area of responsibility.

**IV-8.8.2 Supervision Received and Exercised**

Receives general direction from the Director of Bookstore.

Exercises functional supervision over part-time clerical staff and exercises a leadership role over other full-time and part time staff.

**IV-8.8.3 Essential Duties**  Duties may include, but are not limited to, the following:

Assist in Planning, prioritizing, assigning and supervising the work of full and part-time staff in the operational and financial activities of the campus and satellite bookstores.

Participate in the development, planning and implementation of goals and objectives as well as policies and procedures necessary to provide Bookstore services to College students and staff.

Analyze, review, and recommend new or modified programs, systems, policies and procedures.

Participate in the development of the Bookstore’s work place and monitoring work flows.

Process order for textbooks; negotiate and review purchase agreements; direct and participate in pricing.

Assist in textbook rental program and coordinate activities.

Maintain required records and insure adequate inventories are maintained in all areas.
Meet with sales representatives corresponding by email, phone, and fax to learn about new items. Research new items to sell and collaborate with other senior staff members to decide on items to stock.

Coordinate and communicate with faculty and department heads on textbook orders to include e-books, kits, and other course materials.

Meet with faculty and department heads to plan ordering of textbooks for upcoming semesters.

Interpret, apply, and assist in ensuring staff compliance with College policies and procedures, and federal and state laws are regulations.

Ensure that the correct stock number, SKU, item description, and item cost are available and maintained so that items are easily ordered. Monitor shelves to insure textbooks are well stocked and cost are properly identified. Lead staff in keeping shelves and pegs well stocked and clean.

Assist in other areas including but not limited to; balance registers and complete daily cash register reports, assist cashiers with register problems, provide customer service and resolve customer complaints, cashier when needed, and answer the phone.

Participate in issuing paperwork for payment of books and supplies and ensuring paper work is processed and payments are made accurate and timely.

Coordinate purchasing with bookstore warehouse operations; ensure that adequate inventory levels are maintained; follow-up on outstanding and back ordered merchandise; investigate shipping discrepancies.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; review internal controls and assess various reports on operations and activities.

Assist in coordination and monitoring the part-time assistants during peak times.

Manage work schedule of part-time clerical personnel.

If working in the warehouse must occasionally lift and/or move up to 75 pounds.

Perform related duties as assigned.
IV-8.8.4 Qualifications

IV-8.8.4.1 Knowledge of:

Computer operations and various software operations.

Purchasing practices and methods, particularly as they relate to bookstore services.

Warehousing and inventory control practices and methods.

Principles and practices of record keeping.

Modern office methods, practices and procedures.

Applicable College regulations, practices and policies.

IV-8.8.4.2 Ability to:

Effectively oversee and participate in purchasing, merchandising and/or warehousing activities within the bookstore.

Evaluate the buying patterns involved in the retailing of professional bookstore merchandise.

Maintain appropriate inventory levels of supplies.

Interpret and apply College policies, procedures, rules and regulations.

Train and supervise staff deemed appropriate.

Communicate clearly and concisely, both orally and in writing.

Establish effective working relationships with College employees, students, vendors and the general public.

Analyze internal controls within the Bookstore environment and recommend improvements.

IV-8.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:
Experience:

Three years of progressively responsible warehousing, merchandising, accounting clerical and/or purchasing experience, preferably within a retail environment.

Training:

An Associate degree from an accredited college or university in accounting, retailing, business administration, marketing, or a closely related field.
IV-9  Specialists

SPECIALISTS
**IV-9.1 Assessment/Retention Specialist (Continuing Education)**

**IV-9.1.1 Definition**

To develop a system for collection, analysis and dissemination of data relating to the College and Career Readiness Program. The primary goal is the assessment and evaluation of student progress in ABE, AHS, CED and ESL programs, and the maintenance of the LEIS student tracking system for state reporting and audit purposes.

**IV-9.1.2 Supervision Received and Exercised**

Receives direct supervision from the Program Coordinator for Assessment Center/Student Services and general supervision from the Dean of College and Career Readiness/HRD Programs.

**IV-9.1.3 Essential Duties**- Duties may include, but are not limited to, the following:

Maintain the LEIS student tracking system including data entry, follow-up, processing of post-testing packets, grading and disseminating post-test progress to instructors, maintaining student files and monitoring data for accuracy and progress.

Provide LEIS training for College and Career Readiness instructors and staff. Inform staff and instructors of changes with the LEIS system and state reporting guidelines.

Generate reports for College and Career Readiness staff and instructors regarding enrollment and retention.

Coordinate with College and Career Readiness staff and instructors to ensure timely maintenance of paper flow.

Generate and distribute Annual Adult High School Dropout Report.

Process and audit end-of-semester LEIS paperwork.

Maintain record of group receipts for each class.

Responsible for creating documents to analyze statistical data.
Gain a thorough knowledge of the College and Career Readiness Program.

Gain a thorough knowledge of instructional and professional computer programs currently in use.

Visit class sites and monitor instructor’s LEIS paperwork.

Work with instructors to develop objectives and reporting system.

Attend local, state and regional workshops.

Perform other duties as assigned.

**IV-9.1.4 Qualifications**

**IV-9.1.4.1 Knowledge of:**

LEIS Reporting System and detailed record keeping.

Computer software - UNIX, Microsoft Word, Excel, and Power Point.

**IV-9.1.4.2 Ability to:**

Work independently without supervision.

Meet and deal effectively with staff and instructors.

Demonstrate empathy and understanding for the adult learner.

Communicate both orally and in writing.

**IV-9.1.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years related work experience in academic and career advising and abilities to successfully work in an office environment.

**Training:**
Preferred: Bachelor's degree from an accredited college or university in Business Administration or a related field, or equivalent.

Minimum: An Associate’s degree from an accredited college with course work in general education, customer service, or closely related field; or equivalent.
IV-9.2 Assessment/Retention Specialist (Curriculum)

IV-9.2.1 Definition

To provide information and assistance to students, staff and faculty regarding academic program requirements, admission requirements and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education and training; and to assist students in course selection to meet career goals and objectives.

IV-9.2.2 Supervision Received and Exercised

Receives direction from the Dean of Enrollment Management.

Exercises no supervision.

IV-9.2.3 Essential Duties- Duties may include, but are not limited to, the following:

Advise students in areas of admission requirements, program requirements, admission status and the transfer of credit from other institutions.

Audit applicant files for completeness and accuracy; contact students for more information as necessary.

Apply College admission standards and policies in determining program applicant eligibility through the administration of standardized tests, previous education and assessment of applicant transfer credits; recommend admission or alternative action to requested program.

Advise students regarding course selection and scheduling to ensure program requirements, as well as future goals and objectives are met.

Speak to students and other community groups to explain College services and programs.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

Refer students to outside community agencies as appropriate for guidance and support; coordinate internal support services including tutorial, interpreting and note taking support.
Maintain student academic files

Serve as a liaison between students and faculty.

Perform related duties as assigned.

**IV-9.2.4 Qualifications**

**IV-9.2.4.1 Knowledge of:**

Specific needs of special student populations as assigned.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.

**IV-9.2.4.2 Ability to:**

Provide academic career advising support to students in a variety of situations and environments.

Apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant assessment scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.
Establish and maintain effective working relationships with those contacted in the course of work.

**IV-9.2.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible academic and career advising as well as admissions experience.

**Training:**

An Associate’s degree from an accredited college with course work in general education, customer service, or closely related field; or equivalent.
**IV-9.3  Computer Training Specialist**

**IV-9.3.1  Definition**

To plan, organize, and direct a wide range of training activities for all levels of administration, faculty and staff. To assist College employees in the use of authorized software products. Serve as departmental webmaster.

**IV-9.3.2  Supervision Received and Exercised**

Receives direction from the MIS Support Manager.

**IV-9.3.3  Essential Duties** Duties may include, but are not limited to, the following:

- Provide training to College employees in the use of authorized software products.
- Coordinate with MIS management staff for contractual training.
- Coordinate with Human Resources Office for new employee training and on-going professional development.
- Technical support and troubleshooting of software by phone, email, and/or face to face visits.
- Become proficient in new software by in-depth study and learning of software packages to prepare for training.
- Notify employees of upcoming training and coordinate technology needs.
- Keep documentation of completed training.
- Develop training schedules based on campus needs.
- Maintain departmental website (Intranet).
- Maintain training material repository.
- Attend workshops, conferences, and meetings related to assigned area of responsibility.
- Frequently required to stand, bend, stoop, kneel, crawl, and walk.
- Occasionally required to climb stairs.
Must occasionally lift and/or move up to 30 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Perform related duties as assigned.

**IV-9.3.4 Qualifications**

**IV-9.3.4.1 Knowledge of:**

Software applications- Windows XP or greater, Microsoft Enterprise software products, GroupWise email, Adobe Products (Acrobat, Contribute, etc.), and other program related software.

The Internet and how to navigate through it effectively.

General Knowledge of computers and their operating systems.

**IV-9.3.4.2 Ability to:**

Plan, organize and direct training activities for all occupational levels.

Prepare clear and concise training documents for all occupational levels.

Effectively communicate one-on-one, in small or large groups with all occupational levels.

Build trainee’s confidence in using computer software in their jobs.

Apply logical deduction to solve user problems.

**IV-9.3.4.3 Experience and Training Guidelines**
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of software training and webpage development experience.

**Training:**

An Associate degree from an accredited college in computer science or related field, or equivalent.
**IV-9.4 Digital Content & Social Media Specialist**

**IV-9.4.1 Definition**

The Digital Content and Social Media Specialist works with computer technology to support the educational and outreach mission of the College with digital media communications through creating, editing, and dissemination of various online media including, but not limited to: websites, social media sites, blogs, video, audio, and other online community footprints.

**IV-9.4.2 Supervision Received and Exercised**

Receives supervision from the Executive Director of Marketing & Public Relations.

Exercises technical and functional supervision over part-time clerical staff as assigned.

**IV-9.4.3 Essential Duties**

Duties may include, but are not limited to, the following:

Update and maintain the College’s Website in a manner which parallels our brand and tells FTCC’s story through a thoughtful process.

Develop and maintain the College’s Website front page that is fresh and will assist users in navigating the new reality of social media and is scalable for mobile devices.

Create unique, consistent, and responsive mobile friendly landing pages that informs and persuades target audiences.

Strong eye for web layout and design.

Create sites that are optimized for search engines and improve search-engine rankings.

Drive traffic to websites using a variety of methods to ensure content appears high on search rankings.

Develop easy-to-use, clear, concise, comprehensible content.

Develop relationships with websites to obtain quality links and send out quality messages on these channels.
Research popularity of sites linking to our front page.

Develop density of desired keywords for our front page.

Develop and maintain social media profiles on Facebook, Twitter, LinkedIn, Blog, Instagram, Google+, YouTube, and the most current social media formats.

Establish an effective presence on social media sites.

Monitor the College’s online reputation and responds in a timely way to correct misunderstandings.

Participation is characterized with diplomacy, tact, excellent judgment, and professionalism in a way to provide well-documented information, without criticism or negativity about others’ posts.

Approve and/or delete comments on blogs or articles, as needed.

Highlight and encourage positive comments.

Integrate other online presences including social media outlets with email campaigns.

Follow up on responses.

Solicit customer feedback and optimize campaigns accordingly.

Strengthen relationships with power brokers.

Develop pay-per-click advertising campaigns.

Create Internet ads.

Track content creation/social media campaigns and opportunities. Review and compile social media statistics and reports to generate measurable outcomes of online activities.

Work with peer groups to develop content ideas based on popular topics and/or frequently asked questions, including content targeted at specific audiences.

As needed, serve as a technical consultant to other departments on projects requiring digital media expertise.

Perform other duties as needed or assigned.
IV-9.4.4 Qualifications

IV-9.4.4.1 Knowledge, Skills and Abilities:

An outstanding communicator, with excellent writing, editing, and oral communication skills.

Flexible and highly organized with great attention to detail.

Experience on working on multiple projects simultaneously.

Knowledgeable of best practices for designing effective, engaging, and persuasive content for social media.

Ability to operate and manage global content management systems.

Knowledge and demonstrated understanding of leading digital marketing tools and best practices, with previous experience in campaign management.

Experienced with creation and production (including filming and editing) of digital media products including video and audio (podcasting).

Experienced with publishing content on the web, including expertise with, Adobe Creative Suite, video shooting and photography skills, HTML, and Search Engine Optimization.

Knowledgeable of web analytics software (Google Analytics).

Able to work independently and efficiently on concurrent projects.

A team player able to develop and maintain strong working relationships with colleagues.

Working knowledge using video/audio editing software.

Excellent skills in both PC and Mac environments, including expert efficiency in Microsoft Office (Access, Excel, PowerPoint, and Word), Internet Explorer, Outlook, and common file formats.

Excellent skills and understanding of social media platforms including Facebook, Twitter, LinkedIn, Blog, Instagram, Google+, YouTube, and the most current social media formats.
Interpret and apply college policies, procedures, rules and regulations.

Effectively utilize automated data processing equipment and software.

Establish and maintain accurate and complete records and files.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-9.4.4.2 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two-four years of digital marketing experience with strong recent experience and comfort with website content management tools and digital media/communications role and programs. Must have an understanding of the digital landscape and be a social media expert.

**Training:**

Bachelor’s degree in visual communication design, social media marketing and design, integrated marketing communications, graphic arts design, journalism, or related field is required.

**Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.
Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).
**IV-9.5 Employee Benefits Specialist**

**IV-9.5.1 Definition**

To plan, organize, and participate in the administration of the College's benefits program; to provide information and support to faculty, administrative staff and employees regarding the benefits process; to perform a variety of paraprofessional and technical tasks in support of the payroll and benefits process; and to perform a variety of accounting functions.

**IV-9.5.2 Supervision Received and Exercised**

Receives direction from the Payroll and Benefits Supervisor.

**IV-9.5.3 Essential Duties**

Duties may include, but are not limited to, the following:

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Administer and coordinate the College's fringe benefit program; serve as the College's Health Benefit Representative (HBR) to the State.

Administer, monitor and implement the College's Workers' Compensation program; provide information and process claims; maintain appropriate records and documentation.

Prepare quarterly reimbursement to local funds from special funds for Workers' Compensation on special funds employees.

Prepare payroll reports on deductions, retirement, benefits and other related statistics; verify or reconcile deductions per payroll reports to individual company billings; submit checks with appropriate forms to individual companies.

Prepare monthly Bureau of Labor Statistics report giving number of employees, number of females, number of faculty, and wages paid during month.

Send employee claim forms for disability salary continuation and health insurance.

Locate source of funds for employees who received unemployment compensation benefits. This is done at the time we receive our bill. Process appropriate local
and special funds checks for unemployment compensation and submit to North Carolina Community College System.

Evaluate aggregate service, prepare memo for President's approval, and prepare form adjusting longevity date to forward to Payroll Supervisor to make adjustments in system.

Assist Payroll, Accounts Payable and Purchasing with queries.

Responsible for monthly and quarterly payroll taxes.

Responsible for verifying employment by phone and in writing.

Respond to inquiries and complete forms for post-secondary teaching experience.

Process retirement applications.

Process applications for retirement refunds on employees that terminate.

Assist in the development of office procedures to facilitate the processing of the College's benefits programs.

Act as informational liaison to faculty, staff administrators and employees regarding the College's benefits programs; respond to inquiries and requests for information; solve problems.

Participate in the coordination of benefit activities with those of other College departments and divisions as appropriate.

Perform related duties as assigned.

IV-9.5.4 Qualifications

IV-9.5.4.1 Knowledge of:

- Principles and practices of administering a fringe benefit program.
- Techniques and methods of payroll deduction processing and reporting.
- Laws regulating benefits practices and procedures.
- General accounting and bookkeeping techniques and procedures.
- Modern office practices, procedures, methods and equipment.
IV-9.5.4.2 Ability to:

Coordinate and administer a fringe benefit operation.

Analyze benefit deductions, reports and related documentation and draw sound conclusions.

Interpret and apply Federal, State and local policies, procedures, rules and regulations.

Design and install new and improved record keeping systems.

Operate modern office equipment and personal computer.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with outside organizations and College academic and administrative staff.

IV-9.5.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible employee benefits experience and general accounting.

Training:

A Bachelor's degree from an accredited college or university in accounting, bookkeeping, or related field; or equivalent.
IV-9.6  Media Production Specialist

IV-9.6.1 Definition

To develop and produce instructional and related aids for faculty, students and the community including either audio or video production, photographic/graphic art services, web pages, or multimedia products; and to provide responsible staff assistance to assigned Senior Production Specialist and the Director of Media Services.

This is the full journey level class within the Production Specialist series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully trained in the technical aspects of assigned area of responsibility.

IV-9.6.2 Supervision Received and Exercised

Receives general supervision from the Director of Media Services.

Exercises no supervision.

IV-9.6.3 Essential Duties- Duties may include, but are not limited to, the following:

Provide media related production services to faculty, students, College divisions and departments, and the community as a whole including the areas of photography, audio-visual media, web page design, multimedia production, web streaming video and graphic art.

Work with assigned Senior Production Specialist to clarify product/project needs; work with assigned Senior Media Production Specialist to produce a program or project in assigned technical field to meet identified goals and objectives.

Maintain assigned work schedules and ensure that deadlines are met.

Respond to questions from faculty and administrative staff; resolve complaints or concerns as able.

Prepare a variety of products and programs including web page designs, web streaming video and audio files, photographs, graphic designs, and audio instructional aids; duplicate media materials.
Review publications, journals and literature to stay abreast of changing communication technologies and philosophies related to assigned area of responsibility.

Perform related duties as assigned.

IV-9.6.4 Qualifications

IV-9.6.4.1 Knowledge of:

Communications and media technologies, systems and procedures related to area of assigned responsibility.

Professional media and communications standards.

Principles and techniques of designing and producing, web pages, web streaming video and audio files, audio-visual, video, photographic and/or graphic design products for instructional use.

Principles and practices of production journalism.

Modern office procedures, methods and computer equipment.

IV-9.6.4.2 Ability to:

Prepare instructional materials in a specialized area of media production involving web page design, web streaming video and audio files, video, audio visual or photographic techniques and media.

Produce effective instructional materials for faculty, students and the community.

Write clear and concise scripts, bulletins and other verbal communications for audio instructional aids.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

IV-9.6.4.3 Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience in an applicable media production field.

Training:

An Associate degree from an accredited college or university with major course work in communications, journalism, media production, photography, graphic design or a related field; or equivalent.
**IV-9.7 Military or Veterans Services Specialist**

**IV-9.7.1 Definition**

To perform complex and varied technical work related to providing student assistance in the Military or Veterans Services Offices; to provide information to students, faculty, and staff on veterans programs and services; and to act as a certifying official for military educational benefit programs.

**IV-9.7.2 Supervision Received and Exercised**

Receives general supervision from an immediate supervisor

May or may not exercise direct supervision, but assumes lead responsibility in the absence of the direct supervisor.

**IV-9.7.3 Essential Duties** - Duties may include, but are not limited to, the following:

Greet Military or Veterans Services Office face-to-face and virtual visitors; respond to informational requests on programs and services; answer telephones; receive and route mail.

Serve in a lead capacity over Military or Veterans Services programs/processes; review/interpret and audit/support the work of designated clerical staff in assigned area of responsibility; establish work procedures and processes after consulting with immediate supervisor.

Complete intake/advising/counseling/registration/testing sessions with potential students, advising them of school, Military, SOCAD, VA and requirements for the use of the GI bill/Tuition Assistance.

Maintain knowledge of Military or VA and state regulations to include reviews and updates of changes as they pertain to SOCAD and VA certifications.

Process compliance checks through file reviews and/or audits initiate corrections/changes to include degree audits.

Partner with the Office of Marketing and Public Relations and the FTCC Webmaster to identify requirements, materials, and target cohorts for the marketing and promotion of FTCC military, veterans and related programs.
Participate in any type of compliance surveys sponsored by the military or VA such as supervisory visits by the State Approving Agency.

Maintain up-to-date information of military offerings and records through the GoArmyEd portal as well as work daily with sensitive student information adhering to FERPA guideline and SOCAD requirements.

Assist in catalog approval process for State Approving Agency.

Attend and present training, marketing and information sessions.

Review and suggest/develop changes or corrections in policy to ensure state and Military/VA compliance with auditing procedures as well as federal, state and local guidelines.

Process and monitor state and local federal funding applications, reports, grant applications, and program operations to ensure cost effectiveness and efficiency.

Assist in the development and maintenance of efficient and reliable data management systems.

Maintain knowledge of PRIME programs and GoArmyEd Portal operations as they pertain to SOCAD and Military Services Office functions.

Assist with scheduling and staffing of faculty, staff and classes for efficiency and effectiveness of operations (primarily at Fort Bragg).

Perform related duties as assigned.

**IV-9.7.4 Qualifications**

**IV-9.7.4.1 Knowledge of:**

Federal and state laws as they pertain to the certification of veteran students.

The various chapters of VA educational benefits or Active Military benefits and to which students they will apply.

Operational characteristics of computers and related equipment.

Office procedures and methods.

Information sources available.
Business letter writing and English usage, spelling, grammar and punctuation.

IV-9.7.4.2 Ability to:

Perform responsible technical and clerical work.

Interpret and apply policies and procedures and make suggestions for improved processes.

Use standard office equipment including, telephone system, and computer equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with diverse groups/those contacted in the course of work.

Work cooperatively with other department, divisions, and officials of the college, Veterans Administration and the Army Education Center at Ft. Bragg

Work independently in the absence of immediate supervisor.

IV-9.7.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience to include counseling, advising, customer service, or teaching.

Training:

Bachelor’s degree from an accredited college in a business-related, education, technology, and/or counseling field, or equivalent. Military-related experience preferred (E5 or higher)
**IV-9.8 Senior Media Production Specialist**

**IV-9.8.1 Definition**

To consult with faculty and College administrative staff to identify media production needs; to write and produce instructional and promotional programs to meet identified needs involving multiple media areas; and to coordinate assigned projects with appropriate College production staff.

This is the advanced journey level class in the Media Production Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including working with faculty and administrative staff to identify ways to meet their communication and/or marketing needs, coordinating project activities and by providing functional supervision over assigned production staff on a project by project basis. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

**IV-9.8.2 Supervision Received and Exercised**

Receives direction from the Director of Media Services.

Exercises functional and technical supervision over production specialist staff.

**IV-9.8.3 Essential Duties**

Duties may include, but are not limited to, the following:

Write and produce instructional and promotional programs and materials for faculty and administrative staff including instructional modules, brochures, slide shows, flyers and posters.

Consult with faculty and College administrative staff to identify media production needs; provide direction and guidance regarding content, instructional design and media selection.

Prepare script in media format from content supplied by faculty or administrative staff; add instructional design components.

Design, create and specify visual aspects of the project, i.e. slide frames, video activity, layouts and scenes.
Initiate and coordinate all production aspects of assigned projects; direct the work of assigned production specialist staff; ensure that deadlines and time lines are met.

Maintain quality control over all projects.

Coordinate all project aspects with faculty or administrative staff; review drafts and resolve complaints; ensure that final product meets defined needs and expectations.

Conduct staff development workshops to keep faculty and staff aware of new technologies and applications available in developing instructional and promotional aids.

Assist in the development of policies and procedures within the College's media production operation; recommend new service areas and products.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Perform related duties as assigned.

**IV-9.8.4 Qualifications**

**IV-9.8.4.1 Knowledge of:**

Communications and media technologies, systems and procedures.

Principles and techniques of designing and producing audiovisual, video, photographic and graphic design products for instructional use.

Writing techniques and principles including proper English usage, grammar and punctuation.

Principles and techniques of producing audio visual projects.

Instructional design and educational teaching needs.

**IV-9.8.4.2 Ability to:**

Write and produce instructional and promotional programs and materials.
Identify and meet faculty and College administrative staff media production needs.

Coordinate and direct the work of production staff; maintain time lines and meet deadlines.

Design and produce effective instructional and promotional materials for faculty and administrative staff.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### IV-9.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of experience in two or more media production fields including two years of experience involving the writing and producing of media-related materials and aids.

**Training:**

A Bachelor’s degree from an accredited college or university with course work in media production, journalism, education or a closely related field; or equivalent.
SUPERVISORS
IV-10.1  Computer Support Supervisor

IV-10.1.1 Definition

To provide technical supervision of academic computer labs, to coordinate the preparation of computer hardware, software and supplies for student, faculty and staff use; to provide technical information and assistance to faculty, staff and computersupport technicians on computers and software. Assist in scheduling lab computers and facilities.

IV-10.1.2 Supervision Received and Exercised

Receives general supervision from MIS Support Manager.

Exercises direct supervision over Computer Support Technician I.

Exercise technical and functional supervision over Computer Support Technicians II.

Exercises technical supervision over academic computer labs.

IV-10.1.3 Essential Duties-  Duties may include, but are not limited to, the following:

Supervise and participate in the general maintenance of computer labs; supervise routine maintenance and repairs on computer and peripheral equipment.

Train and supervise instructional lab technicians in lab operations.

Assist with configuring computer labs, monitoring security and customizing applications software and routines.

Coordinate the technical operation of all academic labs to help ensure compatibility.

Maintain instructional lab hardware and applications software usage records.

Coordinate the maintenance of hardware and supply inventories for all academic computing.

Provide technical data and advice to faculty on computer equipment, labs, software applications and budget development.
Provide guidance to Computer Support Technicians in preparation of hardware, software and supplies as needed to support academic requirements.

Attend workshops, conferences, and meetings related to assigned area of responsibility.

Perform related duties as assigned.

**Physical Requirements:**

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

**IV-10.1.4 Qualifications**

**IV-10.1.4.1 Knowledge of:**

Operational characteristics of computers and their operating systems.

Proper and safe use of computer equipment and software.

Subject matter related to applications software utilized in computer labs.

Principles, practices, and laboratory techniques related to laboratory subject matter.

Principles of supervision including employee training.

Practices of basic record keeping.

Research techniques and methods of report preparation.
IV-10.1.4.2 Ability to:

Configure, customize application software and troubleshoot problems for computer labs.

Correctly and efficiently set up laboratory equipment, materials and supplies as needed.

Provide assistance and instruction to faculty and staff on technical matters appropriate to assigned laboratories.

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.

Assist in performing routine maintenance and repairs on assigned equipment.

Interpret and apply policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-10.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience working with computers and application software related to assigned area of responsibility. One year of supervisory experience.

**Training:**

An Associate’s degree in computer science or related field, or equivalent.
**IV-10.2 Customer Services Supervisor**

**IV-10.2.1 Definition**

To perform supervisory duties related to the management and operations of the Financial Aid Service Center, Call Center, and Information Desk in Student Services.

**IV-10.2.2 Supervision Received and Exercised**

Receives general supervision from Director of Admissions.

Exercises direct supervision of full-time and part-time employees to include the Records Clerk in Admissions, Call Center, Information/Triage Desk, and New Student Orientation Room.

**IV-10.2.3 Essential Duties**

Duties may include, but are not limited to, the following:

- Provide management and oversight of staff and office operations within the Call Centers, Information/Triage Desk and New Student Orientation room.
- Provide on-going training for staff assigned to the new student orientation room and triage desk which directly impacts student success and retention.
- Develop, set and measure performance goals for staff and the department.
- Develop metrics and track performance of the department compared to the metrics.
- Serve on hiring committees, select applicants, recommend new hires and train new staff.
- Evaluate staff members and make recommendations for improvement.
- Assist with the coordination of yearly graduation activities.
- Assist with the FTCC ambassador training program.
- Provide regular reports to administration regarding student satisfaction with customer services; departmental productivity and issue management.
- Receive and resolve student complaints.
Work collaboratively with managers within Student Services to provide effective functional training to all Customer Services staff members.

Compose and type routine office correspondence, memoranda, and statistical reports.

Perform related duties as assigned.

**IV-10.2.4 Qualifications**

**IV-10.2.4.1 Knowledge of:**

College policies, procedures, rules, and regulations pertaining to admissions, registration, records, financial aid, and student accounts.

Effective management and supervisory techniques and practices.

Customer service best practices.

Knowledge of effective measurement tools relating to customer satisfaction and support desk management.

Modern office procedures, methods, practices, and computer equipment.

Record keeping principles and procedures.

Laws, rules, and regulations pertaining to the maintenance of student records and the release of confidential information.

English usage, grammar, spelling, and punctuation.

**IV-10.2.4.2 Ability to:**

Understand and carry out written and oral instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Type at a speed necessary for successful job performance.

Operate standard office machines such as typewriters, adding machines, photocopy machines, computer terminals, and scanners.
IV-10.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Previous experience working in a customer service environment. Student Services experience preferred.

**Training:**

Completion of at least an Associate Degree in Business, Marketing, Education, or a related field.
IV-10.3  Grounds/Maintenance Supervisor

IV-10.3.1 Definition

To plan, organize, and supervise landscape, grounds maintenance, litter control operations; and to perform a variety of manual and technical tasks relative to the maintenance and repair of all landscaped and open areas.

IV-10.3.2 Supervision Received and Exercised

Receives direction from the Director of Facility Services.

Exercises direct supervision over grounds maintenance personnel.

IV-10.3.3 Essential Duties- Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in maintenance and upkeep of all green space and landscaped areas of the College.

Evaluate operations and activities of the grounds maintenance work unit; recommend improvements and modifications; prepare various reports on grounds maintenance operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing general grounds maintenance services; implement policies and procedures.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for new landscape projects and improvements to campus open areas; monitor and control expenditures.

Participate in the selection of grounds maintenance staff; provide or coordinate staff training; work with employees to correct deficiencies; administer employee performance evaluations; implement disciplinary procedures as necessary.

Answer questions and provide information to faculty, staff, students, and the general public; investigate complaints and recommend corrective actions as necessary.
Develop and/or review and approve proposed landscape designs and plant materials; oversee and participate in landscape installations to ensure proper establishment of plant materials.

Participate in general grounds keeping tasks including mowing, tree trimming, pruning and shaping of shrubbery, planting, and application of fungicides, insecticides, herbicides, nematicides and fertilizers.

Perform related duties as assigned.

**IV-10.3.4 Qualifications**

**IV-10.3.4.1 Knowledge of:**

Methods, materials, tools, and equipment used in landscape maintenance and turfgrass management.

Safe and proper application of fungicides, insecticides, herbicides, nematicides and fertilizers.

Principles and practices of landscape design and installation.

Purposes, operation, and proper use and maintenance of tools and equipment used in general grounds maintenance work.

Plant and turfgrass pests and diseases.

Budgeting procedures and techniques.

Principles and practices of supervision, training, and personnel management.

**IV-10.3.4.2 Ability to:**

Organize, direct, and implement a comprehensive grounds maintenance program.

Estimate time, materials, and equipment needed to complete assigned maintenance responsibilities.

Operate and maintain a variety of equipment and tools used in landscape installation and maintenance.
Apply fungicides, insecticides, herbicides, nematicides and fertilizers safely and effectively.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare and administer a budget.

Supervise, train, and evaluate personnel.

Communicate through the College's networking system.

**IV-10.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of progressively responsible park maintenance, landscape installation and maintenance experience, including two years of supervisory experience.

**Training:**

An Associate degree from an accredited college in horticulture, park management or a related field; or equivalent.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

Possession of, or ability to obtain, an appropriate, valid public pesticide applicator's license.
**IV-10.4  Housekeeping Shift Leader**

**IV-10.4.1 Definition**

To assist with the organization and supervision of custodial services of the College.

**IV-10.4.2 Supervision Received and Exercised**

Receives direction from the Housekeeping Supervisor.

Exercises direct supervision over assigned custodial staff.

**IV-10.4.3 Essential Duties** - Duties may include, but are not limited to, the following:

Plan, implement, assign and review the work of staff involved in shift custodial services.

Recommend and provide assistance to the supervisor in the implementation of goals and objectives.

Implement policies and procedures.

Prepare daily assignments and inspect tasks performed by staff to ensure proper standard and quality of service.

Train custodians in efficient and proper use of equipment, supplies and technologies for proper cleaning.

Observe and report repairs as needed.

Prepare daily logs of work performed. Assist with preparation of annual evaluations.

Perform duties of a housekeeper as required during staff absences.

Perform other duties, as assigned.
IV-10.4.4 Qualifications

IV-10.4.4.1 Knowledge of:

Supervision, training, and evaluation procedures.

Cleaning methods, materials, and equipment.

Hazards and safety precautions related to general maintenance and custodial activities.

Cleaning and care for assigned areas and equipment.

IV-10.4.4.2 Ability to:

Carry out oral and written directions effectively

Communicate effectively, both orally and in writing.

Communicate through the College networking system.

Establish and maintain effective working relationships with those contacted.

Perform moderately heavy manual work including lifting and moving heavy objects and supplies.

Perform assigned duties during inclement weather conditions.

IV-10.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasing custodial experience with supervisory experience.

Training:

A High School Diploma or equivalent. Further educational advancement from an accredited College is desirable.
License and Certification:

Possession of or ability to obtain an appropriate North Carolina Driver’s License. You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years. Completed vaccinations in immunization for Hepatitis B or will be acquired within six months of employment.
IV-10.5  Housekeeping Supervisor

IV-10.5.1 Definition

To plan, organize and supervise the provision of custodial services to College buildings and facilities.

IV-10.5.2 Supervision Received and Exercised

Receives direction from the Director of Facility Services.

Exercises direct supervision over assigned custodial staff.

IV-10.5.3 Essential Duties - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in providing custodial services to College buildings and facilities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing effective custodial services; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Prepare work assignments and schedules for custodial staff; ensure proper coverage during absences due to vacation or sick leave.

Review tasks performed by custodial staff to ensure that proper levels of service are being provided.

Maintain an inventory record of supplies.

Issue supplies to all custodial staff for all buildings and facilities.

Train custodians in efficient and proper use of equipment, chemicals and techniques for cleaning.

Clean and perform preventative maintenance tasks related to assigned building and facilities as required.
Observe and report needed repairs.

Prepare daily reports of services performed.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Participate in budget preparation and administration; prepare cost estimates for recommendations.

Answer questions and provide information to faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

**IV-10.5.4 Qualifications**

**IV-10.5.4.1 Knowledge of:**

Cleaning methods, materials, and equipment.

Hazards and safety precautions related to general maintenance and custodial activities.

Principles and practices of inventory control.

Principles of supervision, training and performance evaluation.

**IV-10.5.4.2 Ability to:**

Plan, organize and oversee the work of assigned custodial staff.

Maintain appropriate records and files.

Train, supervise and evaluate assigned staff.

Clean and care for assigned areas and equipment.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.
Communicate effectively, both orally and in writing.

Communicate through the College's networking system.

**IV-10.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible custodial experience including some lead responsibilities with two years of supervisory experiences.

**Training:**

An Associate degree from an accredited college in Business Administration or related field; or equivalent.

**License or Certificate:**

Possession of a valid North Carolina driver’s license with good driving record. You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
**IV-10.6 Instructional Designer**

**IV-10.6.1 Definition**

To provide quality instructional design to assist faculty in the delivery of education and training to students; to provide advanced level of knowledge in instructional methodology, pedagogy, assessment, student engagement, interactivity, and in-service development opportunities.

**IV-10.6.2 Supervision Received and Exercised**

Responsible to the Director of Technology Innovation and Applications.

**IV-10.6.3 Essential Duties**

Duties may include, but are not limited to, the following:

- Develop storyboards to assist faculty in course design.
- Develop course design strategies for use in traditional and distance learning offerings that incorporate interactive technologies, and other applicable resources.
- Design and deliver professional education classes to a diverse faculty, assisting them in the creation of strategies to improve the learning process.
- Provide leadership for long and short range planning and development for online course development as stand-alone courses and for development and marketing of fully online certificates, diplomas and degrees.
- Collaborate with the online standards team for the development, implementation and annual review of FTCC’s online academic standards.
- Lead the development, team review and approval of courses before activation as online courses for FTCC.
- Provide training and assistance in the incorporation of learning objects and visual learning objects in a diverse catalog of courses.
- Facilitate group planning, design, execution and delivery of projects.
- Maintain accurate scholastic and membership records of instructors enrolled in professional development classes and submit reports as required.
Recommend to the Director of Technology Innovation and Applications methods and strategies to improve the instructional program being taught at the College.

Recommend to the Director of Technology Innovation and Applications resources needed for faculty professional development.

Recommend to the Director of Technology Innovation and Applications the type and quality of equipment needed for instructional purposes.

Provide performance evaluation input to the Department Chairs/Division Chairs/Deans for the performance review of online instructors per the online standards and best practices.

Maintain proper work hours.

Submit a Personal and Professional Development Plan to the Director of Technology Innovation and Applications annually.

Attend all scheduled meetings.

Attend all graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

Other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

**IV-10.6.4 Qualifications**

**IV-10.6.4.1 Knowledge of:**

Curriculum design and subject matter content related to assigned area of responsibility.

Advanced knowledge of instructional design methodology, pedagogy, assessment, student engagement, interactivity, and instructional product development particularly as they relate to the online environment.

Best practices and online standards for courses and labs.

Methods and techniques of traditional and non-traditional student learning.
Methods and techniques of curriculum development and evaluation.

Project management and facilitation.

Preparation and interpretation of data reports.

Performance evaluation techniques for online instructors.

College procedures and practices.

Specific knowledge as may be required by the assigned area of responsibility.

IV-10.6.4.2 Ability to:

Foster teamwork and work collaboratively.

Simultaneously manage multiple projects.

Prepare, analyze and implement instructional design program recommendations.

Gain cooperation through discussion and persuasion.

Lead and foster innovation for the benefit of FTCC students.

Make difficult decisions with integrity.

Communicate effectively, both orally and in writing.

Specific abilities as may be required by the assigned area of responsibility.

IV-10.6.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Two years' job-related experience or any equivalent combination of experience working in instructional development, instructional design, or electronic course development.

Two years' experience leading teams, supervising employees or participating in collaborative ventures.

**Training:**

A Bachelor's degree in Instructional Design, Instructional Technology or related fields in education or training.

**Required:** Portfolio of work that provides evidence of strengths as an online course designer
IV-10.7 Maintenance Supervisor

IV-10.7.1 Definition

To plan, organize and supervise maintenance activities for multiple College locations including building maintenance and construction, electrical maintenance, HVAC maintenance and repair and vehicle services; to provide a safe and comfortable physical environment for College faculty, staff, and students; and to coordinate assigned facility and vehicle maintenance activities with other College departments, divisions, programs, and activities and outside organizations.

IV-10.7.2 Supervision Received and Exercised

Receives direction from the Director of Facility Services.

 Exercises direct supervision over technical, maintenance and clerical staff.

IV-10.7.3 Essential Duties- Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in facility maintenance including general building maintenance and construction, electrical installations and repairs, and mechanical systems maintenance and repair.

Plan, prioritize, assign, supervise and review the work of staff involved in vehicle maintenance and repair.

Manage and schedule energy management system controls and diagnostics.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned maintenance and construction activities; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
Confer with and provide staff assistance and advice to higher level College staff regarding facility and vehicle maintenance requirements; develop, prepare and present recommendations and reports as requested.

Coordinate technical support requirements with contractors, designers, vendors, and State Construction Office for College maintenance needs.

Prepare RFP specifications and requirements for College support.

Coordinate the administrative responsibilities within the work unit; monitor and evaluate workload; develop and implement policies and procedures.

Plan and schedule preventative maintenance; evaluate cost effectiveness of maintenance program; prepare recommendations for improvement.

Plan and coordinate supply and material acquisitions to prevent interruptions of work.

Participate in budget preparation and administration, prepare cost estimate for recommendations.

Assist staff in preparing facilities for special events.

Perform duties as assigned.

**IV-10.7.4 Qualifications**

**IV-10.7.4.1 Knowledge of:**

Principles, practices, methods and techniques of general facility maintenance and building construction.

Building and safety codes and sanitary and health regulations.

Principles, practices, methods and techniques of vehicle maintenance and repairs.

English usage, grammar, spelling and punctuation.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.
Principles and practices of supervision, training and personnel management.

**IV-10.7.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to facility and vehicle maintenance activities.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Read sketches, drawings and blueprints.

Communicate through the College's networking system.

Lift up to 100 lbs., crawl, work in tight and confined spaces, bend, climb ladders, and operator lift equipment.

Must be able to work in hot, cold, and/or dusty environments.

**IV-10.7.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Six years of general facility and/or vehicle maintenance experience with at least two years of supervisory experience.

**Training:**
An Associate degree from an accredited college in building construction, engineering, architecture, mechanics or a related field; or equivalent. Extensive experience directly related to the position duties, may be considered in lieu of the degree requirements.

License or Certificate:

Possession of a valid North Carolina driver's license with good driving record of five years is required with no more than one (1) minor accident or violation in the past three (3) years. Must have begun or completed the Hepatitis B immunizations.
IV-10.8 Payroll and Benefits Supervisor

IV-10.8.1 Definition

To plan, organize, supervise, and participate in the College's payroll and benefits program; to provide information and support to faculty, administrative staff, and employees regarding the payroll and benefits process; and to perform a variety of paraprofessional and technical tasks in support of the payroll and benefits process.

IV-10.8.2 Supervision Received and Exercised

Receives direction from the Associate Vice President for Business and Finance.

Exercises direct and indirect supervision over professional, technical and clerical payroll and benefits staff.

IV-10.8.3 Essential Duties - Duties may include, but are not limited to, the following:

Supervises payroll and benefits functions.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for maintaining appropriate payroll and benefits records, reports, and supporting documentation.

Participate in the preparation and processing of the College's payroll and benefits; collect and audit time sheets, data records, and adjustment sheets for accuracy and completeness.

Process the electronic transfer of Direct Deposit on the PC.

Review and process personnel action notices; supervise the processing of all part-time faculty contracts; initiate and adjust payroll and benefits records as necessary.

Supervise the coding of part-time contracts.

Supervise payroll check distribution.
Research and provide resolutions to payroll and benefits related questions.

Prepare leave report.

Establish appropriate records and files on the computer for new employees.

Assist in the development of office procedures to facilitate the processing of the College's payroll and benefits.

Oversee the maintenance of employee personnel files.

Maintain and balance status reports on employees.

Prepare and submit the annual Staff Information Report.

Prepare and balance W2's; submit to State and federal agencies.

Supervise, train, motivate, and evaluate assigned staff; establish and monitor employee performance objectives; and prepare and present employee performance reviews.

Provide support to the Associate Vice President for Business and Finance related to assigned areas of responsibility.

Perform related duties as assigned.

**IV-10.8.4 Qualifications**

**IV-10.8.4.1 Knowledge of:**

Principles and practices of financial record keeping related to payroll and benefits.

Knowledge and understanding of expense codes for preparation of invoices for Accounts Payable.

Modern office methods, practices and procedures.

Microsoft Excel and Word.

Basic computerized data processing principles.

Applicable federal, State, and local laws, procedures, rules and regulations.
IV-10.8.4.2 Ability to:

Prepare and maintain accurate records, files, and reports.

Operate standard office equipment, including a personal computer.

Make arithmetic calculations accurately and rapidly.

Prepare a variety of regular and special payroll, benefits and statistical documents within prescribed guidelines and procedures pertaining to payroll and benefits.

Understand and apply principles and procedures involved in fiscal record keeping and accounting functions related to payroll and benefits.

Communicate clearly and concisely, both orally and in writing.

Maintain effective working relationships with those contacted in the course of work.

IV-10.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible accounting experience involving the maintenance of financial and related statistical records preferably within the area of payroll and benefits.

Training:

A Bachelor's degree from an accredited college in accounting, business administration, or related field; supplemented by experience in payroll functions and benefits; or equivalent.
**IV-10.9 Print Shop Supervisor**

**IV-10.9.1 Definition**

To plan, organize and supervise the print shop operations; to direct and review the work of assigned staff involved in operating a variety of duplicating equipment to reproduce materials for all College departments and divisions; and to perform a variety of technical tasks relative to assigned area of responsibility.

**IV-10.9.2 Supervision Received and Exercised**

Receives direction from the Vice President for Administrative Services.

Exercises direct supervision over assigned print shop staff.

**IV-10.9.3 Essential Duties**- Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in the College’s print shop operation.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective duplicating services to College staff; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Oversee and direct the operation of duplicating equipment utilized to reproduce a variety of materials for all College divisions and departments, including off-set presses and Xerox machines.

As necessary, interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or Xerox machines.

Oversee staff involved in the lay-out and preparation of projects and copy orders for printing.

As necessary, assist staff in making various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.
Ensure adequate inventory of supplies, chemicals and materials for duplicating equipment.

Maintain and review records of number of copies reproduced.

Participate in budget preparation and administration; prepare cost estimate for budget recommendations; submit justifications for requests; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information to the faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

**IV-10.9.4 Qualifications**

**IV-10.9.4.1 Knowledge of:**

Methods and techniques of providing comprehensive and centralized reproduction services to a large organization.

Uses, operation and maintenance of various types of duplicating and related equipment.

Modern office practices, procedures and equipment.

Basic mathematics.

Principles of supervision, training and performance evaluation.

**IV-10.9.4.2 Ability to:**

Supervise and implement a comprehensive centralized reproduction program.

Direct staff in the operation and maintenance of duplicating machines.
Adjust and make moderately difficult repairs to duplicating machinery.

Direct staff involved in laying out work assignments and preparing printing plates.

Direct staff in the operation and maintenance of related print shop equipment including binding machinery and collators.

Establish and maintain effective working relationships with persons contacted in the course of work.

Supervise, train and evaluate assigned staff.

**IV-10.9.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of increasingly responsible experience working within a centralized reproduction center including experience in operating Xerox machines, off-set presses and related duplicating equipment.

**Training:**

Completion of the twelfth grade supplemented by special training; or equivalent. An Associate degree in business or a related field is desired.
IV-10.10  Procurement Supervisor

IV-10.10.1  Definition

To plan, organize, and participate in the administration of the College’s purchasing operation and to perform a variety of responsible professional and technical level accounting work involving the preparation and maintenance of financial reports, accounting records, and statistical records and reports; to provide responsible professional assistance to the Procurement and Special Projects Manager.

IV-10.10.2  Supervision Received and Exercised

Receives general direction from the Procurement and Special Projects Manager.

Exercise direct supervision over technical staff.

IV-10.10.3  Essential Duties

- Duties may include, but are not limited to, the following:
  
  Perform a variety of professional and technical accounting duties in the preparation, maintenance, and review of financial records and reports.

  Review and approve requisitions for supplies, maintenance, and equipment under the College’s delegation.

  Prepare monthly journal entries to reallocate expenses charged to warehouse and print shop to user departments.

  Prepare monthly, quarterly, and annual reports such as Purchasing Flexibility, HUB, and E050.

  Maintain vendors within Datatel.

  Assist Accounts Payable in gathering documentation needed to make payment to vendors; receive invoices for outstanding goods and services; verify receipt of goods and services and process invoices for payment.

  Close open purchase orders at year-end.
Correspond with companies to check on status of outstanding orders; handle any related problems.

Correspond with instructors to check on receipt of supplies; handle any related problems.

Assist faculty and staff with orders.

Supervise daily purchasing activities within the College delegation.

Interact with and seek guidance from Purchase and Contract and ITS in the absence of the Procurement and Special Projects Manager.

Assist Procurement and Special Projects Manager with correspondence and maintenance of files for office.

Interpret purchasing policies and procedures and recommend changes.

Assist in evaluating operations and activities of purchasing programs and personnel; recommend improvements and modifications.

Answer questions and provide information to other College faculty and staff.

IV-10.10.4 Qualifications

IV-10.10.4.1 Knowledge of:

General accounting and auditing principles and practices.

Applicable federal, State, and local policies, procedures, rules, and regulations.

Modern office methods, practices, and procedures.

Microsoft Excel and Word.

State purchasing policies and procedures.

Statistical concepts and methods.

Principles of supervision including employee training and performance evaluation.
IV-10.10.4.2 Ability to:

Apply accounting and auditing principles and procedures. Analyze data and draw sound conclusions.

Prepare clear, complete, and concise reports.

Communicate effectively and tactfully, both orally and in written form.

Apply and administer the College's accounting policies and procedures.

Interpret and administer the State's purchasing policies and procedures.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

Supervise and train personnel.

IV-10.10.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience performing technical and clerical accounting work, preferably experience in purchasing.

Training:

An Associate’s degree from an accredited college in accounting, business administration, or a closely related field; or equivalent.
**IV-10.11** Property Control and Services Supervisor

**IV-10.11.1** Definition

To plan, organize, and supervise warehousing and college-wide inventory control services; to provide support services to other College departments, divisions, offices and programs; and to perform a variety of technical tasks relative to inventory management, storage, and delivery.

**IV-10.11.2** Supervision Received and Exercised

Receives direction from the Senior Vice President for Business and Finance.

Exercises direct supervision over property control and warehousing personnel.

**IV-10.11.3** Essential Duties - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise, and review the work of personnel involved in college-wide inventory control activities and warehousing.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for centralized warehousing and college-wide inventory management services; implement policies and procedures.

Evaluate warehouse operations and activities; recommend improvements and modifications.

Plan, supervise and participate in the college’s equipment inventory program in accordance with requirements and stipulations of the North Carolina Community College System; directly account for College owned equipment; prepare related reports.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement disciplinary procedures as necessary.

Answer questions and provide information to faculty, staff and public; investigate complaints and recommend corrective action as necessary for the resolution of complaints.
Conduct periodic inventories of College assets as required by law; maintain appropriate inventory records; coordinate and oversee the disposal of surplus College property and equipment.

Responsible for gathering and analyzing data for the annual support unit assessment.

Other duties as assigned.

Must occasionally lift and/or move up to 75 pounds.

**IV-10.11.4 Qualifications**

**IV-10.11.4.1 Knowledge of:**

Principles, practices, methods and procedures of inventory control and record keeping.

Principles and practices of warehousing, shipping, and receiving.

Operational characteristics, capabilities and safety precautions for a variety of materials handling machinery and equipment.

State laws, rules and regulations governing inventory management and record keeping.

Modern office practices, procedures, and computer equipment.

Principles and practices of supervision, training, and personnel management.

**IV-10.11.4.2 Ability to:**

Plan, supervise, schedule and coordinate warehousing and inventory management functions, activities, and services.

Establish and maintain complete and accurate inventory records.

Establish and maintain effective working relationships with those contacted in the course of work.

Supervise, train, and evaluate personnel.
IV-10.11.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible inventory management experience.

**Training:**

An Associate degree from an accredited college in general business or a related field; or equivalent.
IV-10.12 Security Field Supervisor (Sergeant)

IV-10.12.1 Definition

Assist the Director of Public Safety and Security in the implementation of College public safety and security programs and to perform a variety of tasks relative to the programs; to supervise assigned personnel.

IV-10.12.2 Supervision Received and Exercised

Receives direct supervision from the Security Shift Supervisor (Lieutenant).

Exercises direct supervision over security personnel as directed by the Shift Supervisor, the Assistant Director of Public Safety and Security, or the Director of Public Safety and Security.

IV-10.12.3 Essential Duties - Duties may include, but are not limited to, the following:

Maintains a professional and positive relationship with students, faculty, staff, and community personnel in the performance of their duties.

Supervise assigned Security personnel as directed.

Patrol the campus by foot, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to the school nurse and responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.

Control and issue parking decals.
Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Assistant Director of Public Safety and Security or the Director of Public Safety and Security.

Monitor Emergency Call boxes and respond to the call.

Maintain security vehicles in a clean safe condition.

Provide crowd control at special events.

Operate the Patrol Scan System.

Provide escort services for personnel and funds.

Provide directions and answers to questions from staff/faculty/students/visitors.

Maintain various types of logs.

Install parking boot on vehicles when directed.

Turn on/off campus lights and equipment as directed.

Provide special surveillance as directed.

Conduct briefings.

Support various crime prevention programs.

Supervise assigned Security personnel as directed.

Take charge of a security shift in the absence of the Shift Leader.

Perform other duties as assigned.

IV-10.12.4 Qualifications

IV-10.12.4.1 Knowledge of:

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.

Applicable laws, ordinances, college policies, procedures, and regulations.
IV-10.12.4.2 Ability to:

Interpret, apply and enforce applicable laws, ordinances, regulations and policies.

Establish and maintain effective working relationships with those contacted in the course of work.

Conduct security inquiries and accurately document findings.

Communicate effectively, orally and in writing.

IV-10.12.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of law enforcement, security or related experience with at least one year of supervisory experience.

Training:

An Associate degree from an accredited college or technical institute, in criminal justice, law enforcement, or related field, or equivalent. A graduate of the Basic Security Officers Training or Basic Law Enforcement Training is preferred. Possession of, or ability to obtain an appropriate valid North Carolina driver’s license.
**IV-10.13 Security Shift Supervisor (Lieutenant)**

**IV-10.13.1 Definition**

Assist the Director of Public Safety and Security in the implementation of College public safety and security programs and to perform a variety of tasks relative to the programs; to supervise assigned personnel.

**IV-10.13.2 Supervision Received and Exercised**

Reports directly to the Assistant Director of Public Safety and Security and provides direct supervision to the Field Supervisor on the duty shift.

Exercises direct and indirect supervision over security personnel assigned to his duty shift as directed by the Assistant Director of Public Safety and Security or the Director of Public Safety and Security.

**IV-10.13.3 Essential Duties**- Duties may include, but are not limited to, the following:

Maintains a professional and positive relationship with students, faculty, staff, and community personnel in the performance of their duties.

Supervise assigned Security personnel as directed.

Patrol the campus by foot, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.
Control and issue parking decals.

Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Operations Officer or the Director, Public Safety and Security.

Monitor Emergency Call boxes and respond to the call.

Maintain security vehicles in a clean safe condition.

Provide crowd control at special events.

Operate the Patrol Scan System.

Provide escort services for personnel and funds.

Provide directions and answers to questions from staff/faculty/students/visitors.

Maintain various types of logs.

Install parking boot on vehicles when directed.

Turn on/off campus lights and equipment as directed.

Provide special surveillance as directed.

Conduct briefings and training as required.

Support various crime prevention programs.

Supervise assigned Security personnel as directed.

Perform other duties as assigned.

**IV-10.13.4 Qualifications**

**IV-10.13.4.1 Knowledge of:**

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.

Applicable laws, ordinances, college policies, procedures, and regulations and policies to make sound informed decisions.
IV-10.13.4.2 Ability to:

Interpret, apply and enforce applicable laws, ordinances, regulations and policies.

Conduct security inquiries and accurately document findings.

Communicate effectively, orally and in writing.

IV-10.13.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of law enforcement, security or related experience with at least two years supervisory experience.

Training:

An Associate degree from an accredited college or technical institute in criminal justice, law enforcement, or related field, or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Possession of or ability to obtain an appropriate valid North Carolina driver’s license.
IV-10.14 University Outreach Supervisor

IV-10.14.1 Definition

To plan, coordinate, and implement University Outreach programs and services; to assist students in the identification of career and college transfer options and alternatives; and to coordinate University Outreach programs and services with those of other departments and divisions of the College.

IV-10.14.2 Supervision Received and Exercised

Receives general direction from the Dean of Enrollment Management.

Exercises direct supervision of clerical staff.

IV-10.14.3 Essential Duties- Duties may include, but are not limited to, the following:

Assist students in identifying university/college opportunities and in the establishment of educational goals consistent with career choices; maintain current information on college transfer opportunities and alternatives.

Develop, plan, implement and maintain University Outreach Center goals and objectives as well as Center policies and procedures; implement new or modified programs and procedures.

Market University Outreach services; prepare marketing materials and literature of distribution to students; make presentations to students on University Outreach opportunities.

Provide general information and assistance to program participants; assess student standing and needs; suggest alternative courses of action.

Preview, order and update university/college materials; maintain current library of university/college informational materials.

Represent University Outreach services at community and outside organizations including career days and conferences.

Serve on a variety of ad hoc committees and task forces; research and develop recommendations related to programmatic and administrative affairs of the College.
Coordinate University Outreach activities with those of other college transfer programs, departments and outside agencies.

Develop relationships with area colleges and model current programs, i.e. C-STEP.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

Refer students to outside community agencies as appropriate for guidance and support.

Perform related duties as assigned.

**IV-10.14.4 Qualifications**

**IV-10.14.4.1 Knowledge of:**

Academic, career and personal counseling techniques, methods and procedures.

Career options and alternatives and applicable college programs.

General educational systems and requirements, and academic grade and unit equivalents.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

**IV-10.14.4.2 Ability to:**

Provide academic, personal and college transfer counseling support to students in a variety of situations and environments.

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.
Advise students regarding college transfer needs to meet educational program requirements and achieve individual long-term career goals.

**IV-10.14.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible academic, career and personal counseling and admissions experience.

**Training:**

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.
**IV-10.15  Web Master**

**IV-10.15.1  Definition**

Supervises the development and maintenance of the College’s web presence; provides technical expertise and administrative assistance for the College’s delivery of online instruction; programs, implements, and maintains a variety of application programs related to instructional services; and provides complex technical support to the Associate Vice President for Technology.

**IV-10.15.2  Supervision Received and Exercised**

Receives general supervision from the Executive Director for Marketing and Public Relations.

Exercises direct support over staff as assigned and provides technical and functional supervision for the College’s web presence.

**IV-10.15.3  Essential Duties** - Duties may include, but are not limited to, the following:

Supervise the development and maintenance of the College’s web presence.

Serve as courseware administrator for the College’s online delivery of instruction.

Provide technical assistance to faculty and support staff for the online delivery of instruction.

Operate computer systems to produce a variety of reports and summary data; update and maintain data files; operate associate peripheral equipment.

Develop, program, and maintain applications software and databases utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing computer applications software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.
Utilize telecommunications and terminal emulation software to interface local systems with College systems; upload and download data files and programs.

Develop, coordinate and participate in a variety of special research and administrative projects.

Compile and analyze data and prepare related recommendations and reports.

Assist with technical support on Programs of Study and Local Common Course Library databases.

Process purchase requisitions and orders for computer equipment, software, and supplies.

Perform other duties related to the Instructional Services function of FTCC as needed or as assigned.

**IV-10.15.4 Qualifications**

**IV-10.15.4.1 Knowledge of:**

- Principles of supervision
- Operation of the Internet and Web Page design principles
- Principles of small computer systems and program design
- Records storage and handling techniques
- Principles of database technology
- Modern office operations, methods, procedures, and equipment
- Higher education data reporting systems, federal reporting requirements, and state reporting requirements
- Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs
- Sources, uses, and types of planning data applicable to institutions of higher education
- Priorities, goals, and objectives of the College
- Educational objective-setting and program evaluation
Basic statistics and data collection and reporting methods and procedures.

**IV-10.15.4.2 Ability to:**

Analyze data and develop logical solutions to problems.

Design and program complex statistical and data management application programs for computers.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-10.15.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of computer web programming or computer applications software experience is required, preferably in an educational setting. Experience in systems analysis and knowledge of a variety of software applications is desirable.

**Training:**

An Associate degree from an accredited college in computer science or a related field; or equivalent.
IV-11 Educational

EDUCATIONAL
**IV-11.1  Child Care Lead Teacher (Early Childhood Education Center)**

**IV-11.1.1  Definition**

Serves as Lead Child Care Teacher in the Children’s Center. Is responsible for the planning and execution of an educational program with a group of children. Works directly with the children and their parents. Is responsible for a wide variety of activities that range from planning daily learning activities to managing lunch and toileting and serving as a resource for the Child Care Teachers in an educational wing of the Center. Represents staff of a particular age group in Team meetings. Assists in guiding curriculum students assigned to her/his group. Works closely with other Center staff members, campus faculty members, and the Director.

**IV-11.1.2  Supervision Received and Exercised**

Receives supervision from Director.

Supervises teacher assistants and exercise technical direction for work-study students and volunteers.

**IV-11.1.3  Essential Duties**- Duties may include, but are not limited to, the following:

Maintain accurate records of attendance, student participation and equipment accountability.

Attend Center staff meetings, parent meetings, and training sessions as required.

Maintain confidential file on each child’s current developmental progress that includes regular informal observations, assessment results, samples of children’s work and information shared by parents.

Share information and involve parents in the care and education of their children.

Request additional replacement supplies and equipment as needed.

Assist in regular inventory and maintenance checks of classroom and playground equipment. Report maintenance needs to Director.

When appropriate, assemble new supplies and equipment as needed.
Exercise technical direction for student volunteers, work-study students, part-time employees, substitutes, and other adults in the classroom.

Cooperate with appropriate resource people in meeting special needs of children.

Maintain a safe, healthy and attractive learning environment both inside and outside.

Report suspected child abuse and neglect as required by law.

Participate in recommended staff development activities.

When scheduled, open Center at appropriate time and/or close the Center. Secure building on day assigned. Remain at the Center until all children are picked up by parents.

Model developmentally appropriate teaching techniques consistent with classroom training.

Supervise and evaluate curriculum students assigned to her/his group. Provide appropriate guidance to students as they plan and execute activities.

IV-11.1.4 Qualifications

IV-11.1.4.1 Knowledge of:

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.


Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned area of responsibility.

IV-11.1.4.2 Ability to:

Enjoy living and working with children.
Relate to adults on all levels of the socio-economic structure of the community and of differing races and religions.

Speak distinctly and serve as a satisfactory language model for children.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Be alert, energetic, and agile (to perform the job as teacher of young children.)

Work well without supervision.

Respond to emergencies calmly, speak distinctly, serve as a model for children, and apply child development principles to daily interactions with children.

Ability to communicate clearly and to represent differing opinions objectively.

IV-11.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience and Training:

Minimum Requirement: An Associate’s degree in Early Childhood Education and one year experience working in a childcare setting. Satisfactory background/criminal records check, current medical examination, and completion of CPR and First Aid, Playground Safety and IT’s SIDS of training upon employment. Candidates should be able to communicate effectively, both orally and in writing.

Preferred: A Bachelor’s degree in Early Childhood Education, Child Development or Birth through Kindergarten and one year
experience in a preschool or child care setting. Knowledge of teaching techniques of child guidance, discipline, along with developmentally appropriate practice.
**IV-11.2  Child Care Teacher Assistant (Early Childhood Education Center)**

**IV-11.2.1  Definition**

Serves as Child Care Assistant in the Children’s Center. Assists classroom teachers in working with children ages 6 weeks to 5 years. Works closely with all Center staff members, FTCC faculty members, and the Director.

**IV-11.2.2  Supervision Received and Exercised**

Receives general supervision from the Child Care Teacher and Director.

Exercises direction of children and limited direction of work-study students and volunteers.

**IV-11.2.3  Essential Duties** - Duties may include, but are not limited to, the following:

Assist teachers with classroom duties; carry out teacher’s activity plans.

Maintain a safe, healthy and attractive learning environment both inside and outside.

Substitute as required in the absence of other staff members.

Model developmentally appropriate teaching techniques.

Provide opportunities and support for children to develop self-discipline.

Relate instructions or observations concerning children to the teachers.

Attend staff and parent meetings.

Participate in professional development activities.

Serve as a resource to other staff.

Use materials and equipment creatively. Construct equipment, including toys and games, when appropriate.

When appropriate, assemble new supplies and equipment as needed.
Request assistance from the Early Childhood Associate faculty as needed.

**IV-11.2.4 Qualifications**

**IV-11.2.4.1 Knowledge of:**

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.


Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned area of responsibility.

**IV-11.2.4.2 Ability to:**

Enjoy living and working with children.

Relate to adults on all levels of the socioeconomic structure of the community and of differing races and religions.

Apply basic knowledge of child development.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Be alert, energetic, and agile (to perform the job as teacher of young children).

Respond to emergencies calmly.
Work well without supervision, speak distinctly, serve as model for children, and apply child development principles to daily interactions with children.

Interact effectively with children, parents, students, staff, and the general public.

IV-11.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

**Minimum:** Early Childhood Education Credential and one year of experience in a child care setting.

**Preferred:** Associate’s in Early Childhood Education and two years’ experience in a child care setting.

**Training:**

High School diploma and a minimum of the NC Child Care Credential. One year of experience in a preschool setting preferred. Satisfactory criminal records check, current medical examination, and Health card as required by law.
**IV-11.3  Child Care Teacher (Early Childhood Education Center)**

**IV-11.3.1  Definition**

Serves as Child Care Teacher in the Children’s Center. Is responsible for the planning and execution of an educational program with a group of children. Works directly with the children and their parents. Is responsible for a wide variety of activities that range from planning daily learning activities to managing lunch and toileting. Assists in guiding curriculum students assigned to her/his group. Works closely with other Center staff members, campus faculty members, and the Director.

**IV-11.3.2  Supervision Received and Exercised**

Receives supervision from Director.

Supervises teacher assistants and exercise technical direction for work-study students and volunteers.

**IV-11.3.3  Essential Duties**  - Duties may include, but are not limited to, the following:

- Maintain accurate records of attendance, student participation and equipment accountability.

- Attend Center staff meetings, parent meetings, and training sessions as required.

- Maintain confidential file on each child’s current developmental progress that includes regular informal observations, assessment results, samples of children’s work and information shared by parents.

- Share information and involve parents in the care and education of their children.

- Request additional replacement supplies and equipment as needed.

- Assist in regular inventory and maintenance checks of classroom and playground equipment. Report maintenance needs to Director.

- When appropriate, assemble new supplies and equipment as needed.

- Exercise technical direction for student volunteers, work-study students, part-time employees, substitutes, and other adults in the classroom.
Cooperate with appropriate resource people in meeting special needs of children.

Maintain a safe, healthy and attractive learning environment both inside and outside.

Report suspected child abuse and neglect as required by law.

Participate in recommended staff-development activities.

When scheduled, open Center at appropriate time and/or close the Center. Secure building on day assigned. Remain at the Center until all children are picked up by parents.

Model developmentally appropriate teaching techniques consistent with classroom training.

Supervise and evaluate curriculum students assigned to her/his group. Provide appropriate guidance to students as they plan and execute activities.

**IV-11.3.4 Qualifications**

**IV-11.3.4.1 Knowledge of:**

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.


Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned are of responsibility.

**IV-11.3.4.2 Ability to:**

Enjoy living and working with children.

Relate to adults on all levels of the socio-economic structure of the community and of differing races and religions.
Speak distinctly and serve as a satisfactory language model for children.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Be alert, energetic, and agile (to perform the job as teacher of young children.)

Work well without supervision.

Respond to emergencies calmly, speak distinctly, serve as a model for children, and apply child development principles to daily interactions with children.

Interact effectively with children, parents, students, staff, and the general public.

**IV-11.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience and Training:**

**Minimum Requirement:** An Associate’s degree in Early Childhood Education and one year experience working in a childcare setting. Satisfactory background/criminal records check, current medical examination, and completion of CPR and First Aid, Playground Safety and IT’s SIDS of training upon employment. Candidates should be able to communicate effectively, both orally and in writing.

**Preferred:** A Bachelor’s degree in Early Childhood Education, Child Development or Birth through Kindergarten and one year experience in a preschool or child care setting. Knowledge of teaching techniques of child guidance, discipline, along with developmentally appropriate practice.
**IV-11.4 Department Chair**

**IV-11.4.1 Definition**

To plan, organize, and coordinate the activities of an assigned curriculum department and to provide highly responsible academic and administrative support to the assigned Division Chair and/or Academic Dean.

**IV-11.4.2 Supervision Received and Exercised**

Receives general supervision from the assigned Division Chair and/or Academic Dean.

**IV-11.4.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Participate in the development, planning, and implementation of goals and objectives related to assigned curriculum department.

- Perform overall coordination duties for the department, including coordination of curriculum development and review activities.

- Assist the Division Chair and/or Academic Dean in the marketing of assigned curriculum; provide input on marketing materials and literature for distribution to potential students; make presentations to schools, organizations and other contacts.

- Coordinate the program advisory committee for the department and ensure subordinate program coordinators are also effectively managing their advisory committees.

- Coordinate with faculty and staff to discuss and possibly implement procedures and suggestions by the Program Advisory Board Membership for progressive improvements.

- Provide input to the Division Chair and/or Academic Dean on program budget needs to include part-time salaries, supplies, equipment, travel and other costs.

- Monitor all expenditures for cost effectiveness and efficiency of departmental operations.
Develop, review, and recommend new or modified course outlines, supplies, materials and textbooks; maintain currency of instructional techniques and methods.

Provide to the Division Chair and/or Academic Dean proposed revisions and updates of course outlines and syllabi for approval/retention.

Assist the Division Chair and/or Academic Dean with the identification and recruitment of potential faculty and lab technicians for the curriculum; participate in interview selection committees; provide initial departmental orientation and training to new hires.

Assist the Division Chair and/or Academic Dean with the scheduling and staffing for all classes in the department, including monitoring classes for effectiveness and efficiency of operations.

Provide written input to the Division Chair and/or Academic Dean on the evaluation of faculty, staff and lab technicians assigned within the department.

Recommend to the Division Chair and/or Academic Dean courses that could be offered via distance learning techniques, including eArmyu, and coordinate with faculty members to teach the new courses; coordinate with faculty for enrollment into DOC training; coordinate for development of Attachment E document on new courses to be offered and submit to the Division Chair and/or Academic Dean.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan to the Division Chair and/or Academic Dean on an annual basis and ensure faculty assigned to the department also provides a well-thought out plan.

Maintain departmental activities within SACSCOC criterion on a daily basis.

Participate in student advisement and registration processes.

Make appropriate recommendations to the Division Chair and/or Academic Dean on student graduation readiness.

Resolve complaints or problems among faculty, staff and students within the department and advise Division Chair and/or Academic Dean of potential escalation of problems, as appropriate.

Verify accuracy and timely submission of 10% rosters and final grade rosters for faculty members assigned to the department.
Comply with the instructional responsibilities, as explained in the job description for instructional faculty.

Perform other duties as assigned for curriculum department as a part of the administrative responsibilities for teaching faculty.

**IV-11.4.4 Qualifications**

**IV-11.4.4.1 Knowledge of:**

- Principles and practices of organization and management.
- Principles of curriculum design, including a basic understanding of the NCCCS Website and its various links.
- Principles of instructional methodologies and pedagogy.
- Specific curriculum and subject matter related to the assigned departmental activities.

**IV-11.4.4.2 Ability to:**

- Gain cooperation through discussion and consensus-building process.
- Communicate effectively, both orally and in written form.
- Interpret and apply College policies, procedures, rules and regulations.
- Train and develop faculty in matters relating to effective teaching techniques and classroom management tactics.
- Analyze curriculum design for coherence and effectiveness.

**IV-11.4.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum department and overall program area.
**IV-11.5 Division Chairperson**

**IV-11.5.1 Definition**

To plan, organize and direct the instructional, curriculum, and administrative activities of the division; to ensure that the curriculum programs comply with College and NCCCS standards, policies, and procedures; to review performance data and recommend corrective actions to improve low-performing programs; and to provide highly responsible staff assistance to the appropriate Academic Dean.

**IV-11.5.2 Supervision Received and Exercised**

Receives general supervision from the appropriate Academic Dean.

Provides direct supervision to Department Chairs/Curriculum Program Coordinator(s) and to part-time and full-time faculty and instructional support staff in the curriculum program(s) and/or instructional areas assigned to the division.

**IV-11.5.3 Essential Duties**- Duties may include, but are not limited to, the following:

Evaluate curriculum programs regularly to ensure compliance with NCCCS curriculum standards and with College policies and procedures.

Ensure currency, appropriateness, and effectiveness of curriculum programs in meeting the needs of employers in Cumberland County.

Coordinate the revision of instructional materials and curriculum programs to maintain up-to-date, state-of-the-art training programs.

Recruit and recommend personnel staffing within the division to the appropriate Academic Dean.

Make recommendations for equipment and supplies for the division.

Be responsible for security and inventory of division supplies and equipment.

Maintain quality of instruction in division.

File with the Curriculum Data Management Technician outlines of all courses offered by the division.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Division Chairperson (Continued)

Arrange and preside at meetings of the division.

Carry out instructional responsibilities as explained in the job description for instructional faculty.

Develop a proposed division budget to be submitted to the appropriate Academic Dean. The budget will include part-time salaries, supplies, equipment, travel and other costs.

Submit to the Academic Dean a list of courses to be offered each term for publication in the Master Schedule.

Participate in the marketing of assigned curricula, provide input on marketing materials and literature for distribution to potential students. Make presentations to schools, organizations and contacts. Schedule and facilitate annual Advisory Committee meetings.

Coordinate the selection of textbooks, supplies, and related material for courses in his/her division and furnish such information to the appropriate offices.

Coordinate the annual review and updating of all course outlines and syllabi in the curriculum program(s) and/or instructional area(s).

Coordinate the distance education offerings in the curriculum program(s) and/or instructional area(s).

Where appropriate, coordinate with Student Services to support student activities related to the curriculum to include student clubs and other student activities.

Coordinate the assignment of faculty advisors through the Academic Dean.

Perform annual evaluations of Department Chairs, Curriculum Program Coordinator(s), faculty members, and lab technicians. Submit evaluations to the appropriate Academic Dean.

Submit a Personal and Professional Development Plan to the appropriate Academic Dean annually.

Coordinate the timely and accurate submission of Program Review and follow up as necessary.

Review performance data for programs and/or instructional areas and present findings to the Academic Dean; develop recommendations for improving performance, and monitor implementation of approved improvement strategies.
Perform other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

**IV-11.5.4 Qualifications**

**IV-11.5.4.1 Knowledge of:**

Principles and practices of organization, administration and personnel management.

Techniques of budget development.

Principles of supervision, training, and performance evaluation.

Principles of instructional methodology and pedagogy.

Principles of curriculum development and evaluation.

Procedures and policies related to curriculum administration.

**IV-11.5.4.2 Ability to:**

Gain cooperation through discussion and consensus-building processes.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs as related to the assigned areas of responsibility.

Communicate clearly and concisely, both orally and in writing.

**IV-11.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum.
**IV-11.6  Faculty (Continuing Education)**

**IV-11.6.1  Definition**

To provide quality instruction to students; to maintain awareness of the role of Continuing Education in the overall College mission; to understand services available to students; to develop business and industry linkages; and to participate in in-service development opportunities.

**IV-11.6.2  Supervision Received and Exercised**

Responsible to the Associate Vice President for Continuing Education through the Dean and Program Coordinator.

Under the supervision of the Program Coordinator and Dean.

**IV-11.6.3  Essential Duties**- Duties may include, but are not limited to, the following:

Teach all courses according to the approved course outline.

Maintain accurate scholastic and membership records of students enrolled in classes and therefrom, submit reports to Program Coordinator/Dean.

Present to the Program Coordinator or Dean recommendations to improve the instructional program being taught, including revision or updating of course outlines.

Recommend to the Program Coordinator or Dean textbook changes.

Recommend to the Program Coordinator or Dean the type and quality of equipment needed for instructional purposes.

Maintain proper work hours, including established office, lab, shop, and classroom hours.

Submit a Personal and Professional Development Plan to the Coordinator or Dean annually.

Serve upon request as faculty advisor to students.
During registration, perform duties assigned.

Fulfill assignment to faculty committees.

Attend all scheduled faculty meetings.

Attend graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

Other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

**IV-11.6.4 Qualifications**

**IV-11.6.4.1 Knowledge of:**

Subject matter related to the assigned area of responsibility.

Methods and techniques of student counseling.

Methods and techniques of curriculum/Continuing Education development and evaluation.

Methods and techniques of instructional delivery.

College procedures and practices.

Specific knowledge as may be required by the assigned area of responsibility.

**IV-11.6.4.2 Ability to:**

Prepare, analyze and implement instructional program recommendations.

Gain cooperation through discussion and persuasion.

Communicate effectively, both orally and in writing.

Specific abilities as may be required by the assigned area of responsibility.
IV-11.6.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines, including regulatory and licensing requirements, would be determined by the requirements of the assigned area of responsibility.

Note: Any instructor desiring to discuss his/her responsibilities or decisions of the Program Coordinator may feel free to contact the Program Coordinator, Dean, Associate Vice President for Continuing Education, Senior Vice President for Academic and Student Services, and President, in that order.
IV-11.7 Faculty (Curriculum Programs)

IV-11.7.1 Definition

To provide quality instruction to students; to provide services for student success; to pursue and maintain current awareness of the College's growth and expansion; and to engage in professional development.

IV-11.7.2 Supervision Received and Exercised

Responsible to the Senior Vice President for Academic & Student Services through the Academic Deans, Division Chairs and Department Chairs/Program Coordinators.

Receives direct supervision from the Department Chairperson or Program Coordinator.

IV-11.7.3 Essential Duties- Duties may include, but are not limited to, the following:

The incumbent in this job is expected to assist the College in achieving its mission and purpose. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

Mastery of Subject Matter:

Demonstrate a thorough, accurate, evidence-based and up-to-date knowledge of the assigned field or discipline.

Display the ability to interpret and evaluate the theories of the assigned field or discipline.

Connect the assigned subject matter with related fields.

Demonstrate competency in laboratory and clinical areas, as appropriate.

Teaching Performance:

Teach all courses according to the published curriculum with an assigned course load to meet the College guidelines, goals and objectives.
Prepare, distribute, and submit syllabi and approved course outlines for all assigned sections in accordance with program and division policies.

Plan, organize and facilitate learning strategies to communicate subject matter for maximization of student learning.

Modify, where appropriate, instructional methods and strategies to improve student retention, meet diverse student needs and make referrals for students needing additional assistance.

Recommend to the Department Chairperson or Program Coordinator improvements to the instructional program including, but not limited to curriculum, textbooks, instructional techniques, modes of delivery, equipment, hardware, software and facilities.

Maintain currency and incorporate new instructional techniques and technologies into the face-to-face and/or virtual classrooms.

Periodically evaluate and develop new courses. Revise and update existing courses for relevancy and currency consistent with the role and mission of the college.

Maintain face-to-face and/or virtual classroom environments conducive to student learning, engagement and retention.

**Mastery of Instructional Technology:**

Use current technologies to enhance teaching and student learning.

Demonstrate knowledge of and skill in completing basic computer operations.

Develop and maintain an electronic learning site for all assigned courses through the current learning content management system (LCMS), Blackboard.

Ensure all assigned online courses are in compliance with FTCC’s Online Standards Handbook.

Employ search engines and other electronic resources to locate new, relevant, current and verified information, activities and resources.

Provide online study guides or other support materials for assigned courses.

Use and explain to students how to locate and use reference materials available via electronic means through online databases, as appropriate.
Evaluation of Student Learning:

Organize course and subject matter to acquaint all students with course requirements including learning outcomes and methods of measurement and evaluation.

Maintain accurate scholastic and membership records of students enrolled in classes and prepare and submit reports as required.

Use evaluation tools and methods appropriate to the domain of learning being evaluated.

Evaluate student performance fairly and consistently and return student work promptly to maximize student learning.

Demonstrate sensitivity to student needs and circumstances.

Support of College Policies and Procedures:

Maintain confidentiality of student information per the college and FERPA guidelines.

Maintain currency in the assigned subject matter through involvement in professional organizations and attending or facilitating professional meetings, conference or workshops, on-campus and off-campus.

Submit a Personal and Professional Development Plan to the Department Chairperson or Program Coordinator, annually, demonstrating acceptance of responsibility for professional and personal growth.

Substitute for other instructors within the field or discipline in case of an absence.

Teach classes, as assigned, in a multi-campus, online or face-to-face environment.

Conduct and report periodic inspections of 1) classrooms, labs, and offices for health and safety issues, 2) ensure compliance with lockout/tagout procedures for all machinery or equipment used in classrooms, labs or offices, and 3) (for lab instructors) all hazardous materials and compliance with FTCC procedures for labeling and disposal of hazardous waste materials.

Actively engage in the development and implementation of program review, assessment, strategic planning, curriculum/program improvement, recruitment and retention efforts.
Adhere to current requirements and submit documentation, as needed, for licensure, certification, registration, health requirements and/or other validation requirements, as appropriate.

Maintain historical files of e-mail correspondence per the Records Retention Schedule.

Exercise stewardship of college facilities, supplies and equipment.

Operate with integrity in all matters.

**Participation in College, Division, and Program Activities:**

Serve as faculty advisor to students.

Post and maintain regular office hours to ensure accessibility for advisement and consultation with colleagues and day, evening, weekend and online students.

Establish and maintain regular contact with advisees to provide the advice and encouragement to keep the students focused on their educational goals.

Perform registration duties, as assigned.

Attend and participate in all scheduled faculty, committee, and college-wide meetings, including graduation ceremonies.

Uphold the dignity of the profession by appropriate dress, behavior, maintenance of office and classroom environments, and communications.

Demonstrate strong interpersonal skills in communication with students, colleagues, staff and administrators as an individual or team member.

**Contribution to the Growth and Enhancement of College Mission and Programs:**

Sponsor student organizations, as appropriate and assigned, and participate in student-based activities.

Foster and sustain collegial relations with colleagues, college representatives, the local, community and professional organizations.

Perform other duties, as assigned.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any
particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above.

**IV-11.7.4 Qualifications**

**IV-11.7.4.1 Knowledge of:**

Curriculum, subject matter and equipment/technology related to the assigned area of responsibility.

Methods and techniques of student advising.

Methods and techniques of curriculum development and evaluation.

College procedures and practices, including related federal and state laws.

Specific knowledge of accreditations and licensure as may be required by the assigned area of responsibility.

Electronic course delivery methods and instructional techniques.

Quantitative and qualitative measures to assess student learning outcomes.

Student retention and engagement strategies.

**IV-11.7.4.2 Ability to:**

Prepare, analyze and implement instructional program recommendations.

Gain cooperation through discussion and persuasion.

Communicate effectively, both orally and in writing.

Demonstrate flexibility and willingness to change; open-mindedness, fairness and the ability to see multiple perspectives; a willingness to take risks, and willingness to accept responsibility for professional and personal growth.
Deliver instruction face-to-face and online to enhance student success.

Engage and retain students through instructional activities that address diverse learning styles and a variety of instructional techniques.

Specific abilities as may be required by the assigned area of responsibility.

**IV-11.7.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities may be qualifying. Specific guidelines, including appropriate credentials and regulatory and licensing requirements, will be determined by the requirements of the assigned area of responsibility.
IV-11.8  Student Learning Center Facilitator/Instructor

IV-11.8.1  Definition

To provide quality supplemental instruction to students; to pursue and maintain current awareness of the College’s growth, expansion, services available to students, and in-service professional development opportunities.

IV-11.8.2  Supervision Received and Exercised

Responsible to the Senior Vice President for Academic and Student Services through the Director of Library Services and Student Learning Center.

IV-11.8.3  Essential Duties - Duties may include, but are not limited to, the following:

Maintain accurate referral, registration, and attendance records, grade tests and evaluate student’s progress.

Interview, register, instruct, and assist students.

Select materials/resources to meet the instructional and learning needs of the individual student.

Be skilled in the use of all materials and equipment in the Student Learning Center.

Recommend to the Director of Library Services & Student Learning Center the type and quality of material and equipment needed for instructional/tutorial purposes.

Be skilled in filing and retrieving student information electronically and through other sources.

Maintain assistance electronically with all Distant Learning students.

Be familiar with all courses offered on and off campus.

Update course information with faculty on all students referred.

Assist with registration and advisory duties as assigned.

Maintain proper, scheduled work hours.
Attend all scheduled faculty meetings.

Attend all graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

Perform other duties as assigned for special programs or projects as part of instructional and administrative responsibilities.

**IV-11.8.4 Qualifications**

**IV-11.8.4.1 Knowledge of:**

Curriculum and subject matter of related to the assigned areas of responsibility.

College procedures and processes.

Methods and techniques of instructional delivery.

Specific knowledge as may be required by the assigned areas of responsibility.

**IV-11.8.4.2 Ability to:**

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Specific abilities as may be required by the assigned areas of responsibility.

**IV-11.8.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Bachelor’s degree from an accredited college or university in a field relating to at least one of the major areas of assigned instructional duties, plus at least one year of experience instructing in a Success Center or classroom environment.
Note: Any Student Learning Center Facilitator/Instructor desiring to discuss his/her responsibilities or decisions of the Director of Library Services and Student Learning Center may feel free to contact the Senior Vice President for Academic and Student Services, and President, in that order.
STUDENT SUPPORT
**IV-12.1 Admissions Counselor**

**IV-12.1.1 Definition**

To provide information and assistance to students, staff and faculty regarding academic program requirements, admission requirements and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education and training; to provide personal counseling services and support to students; and to assist students in course selection to meet career goals and objectives.

**IV-12.1.2 Supervision Received and Exercised**

Receives direction from the Assistant Director of Admissions; Dean of Spring Lake Campus; Dean of Enrollment Management or Academic Dean. The AHS Counselor receives direction from the appropriate Dean.

Exercises no supervision.

**IV-12.1.3 Essential Duties**- Duties may include, but are not limited to, the following:

Provide academic, vocational, personal and social counseling support to students.

Provide support, guidance and direction to students in a variety of situations and environments depending upon assignment; assist students in adjusting to a different scholastic and social environment.

Advise students in areas of admission requirements, program requirements, admission status and the transfer of credit from other institutions.

Interpret and apply College admission standards and policies in determination of student eligibility and standing.

Audit applicant files for completeness and accuracy; contact students for more information as necessary.

Determine program applicant eligibility through the administration of standardized tests and interpretation and evaluation of test scores, previous education and assessment of applicant transfer credits; recommend admission or alternative action to requested program.
Counsel and provide advice to students regarding course selection and scheduling to ensure program requirements, as well as future goals and objectives are met.

Maintain student academic files; monitor student progress and achievements; identify academic and related problems and provide guidance and advice as warranted.

Serve as a liaison between students and faculty in an attempt to equate and meet the needs of both groups.

Speak to students and other community groups to explain College services and programs.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

Refer students to outside community agencies as appropriate for guidance and support; coordinate internal support services including tutorial, interpreting and note taking support.

Perform related duties as assigned.

**IV-12.1.4 Qualifications**

**IV-12.1.4.1 Knowledge of:**

Academic, career and personal counseling techniques, methods and procedures.

Specific needs of special student populations as assigned.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.
IV-12.1.4.2 Ability to:

Provide academic, personal and career counseling support to students in a variety of situations and environments.

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-12.1.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible academic, career and personal counseling and admissions experience.

Training:

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.
IV-12.2  Admissions Evaluator

IV-12.2.1  Definition

To provide information and assistance to students, staff, and faculty regarding academic program requirements, admission requirements, and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education, and training.

IV-12.2.2  Supervision Received and Exercised

Receives direction from the Director of Admissions or the Director of Military Programs

Exercises no supervision.

IV-12.2.3  Essential Duties - Duties may include, but are not limited to, the following:

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies to determine student eligibility and standing.

Review applicant files for completeness, accuracy, previous education, and transfer of applicable credit as well as traditional, non-traditional, and life-learning experiences and take appropriate action.

Determine applicant's program eligibility through interpretation of standardized tests scores, previous education, and Service members Opportunity College Operating Guidelines.

Serve as a liaison between students, staff, and faculty.

Respond to requests for information.

Refer students to counseling staff and other support services as appropriate.

Perform related duties as assigned.
IV-12.2.4 Qualifications

IV-12.2.4.1 Knowledge of:

- Academic and career advising techniques, methods and procedures.
- General educational systems and requirements, and academic grade and unit equivalents.
- Methods and procedures involved in application evaluation.
- College policies and procedures regarding admission standards and educational program requirements.
- Program requirements related to assigned area of responsibility.
- Technical aspects of assigned educational/career field.

IV-12.2.4.2 Ability to:

- Interpret and apply College policies, procedures, rules and regulations.
- Determine specific needs of individual students and provide appropriate support.
- Evaluate applicant test scores and previous education and training.
- Determine applicable transfer credits based upon course catalog descriptions and other resource information.
- Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.
- Communicate clearly and concisely, both orally and in writing.
- Relate to students with different cultural and social backgrounds.
- Establish and maintain effective working relationships with those contacted in the course of work.

IV-12.2.4.3 Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible academic and career advising and admissions experience.

**Training:**

A Bachelor’s degree from an accredited college or university.
IV-12.3  Admissions Evaluator/Testing Administrator

IV-12.3.1  Definition

To provide information and assistance to students, staff, and faculty regarding academic program requirements, admission requirements, and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education, and training. To provide support to the Testing Office by assisting the administration of the ACCUPLACER.

IV-12.3.2  Supervision Received and Exercised

Receives direction from the Dean of Spring Lake Campus.

Exercises no supervision.

IV-12.3.3  Essential Duties- Duties may include, but are not limited to, the following:

Provide admission support and direction to students in a variety of situations and environments.

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies to determine student eligibility and standing.

Review applicant files for completeness, accuracy, previous education, and for the transfer of applicable credit, taking action as required.

Determine applicant’s program eligibility through interpretation and evaluation of standardized tests scores and previous education.

Serve as a liaison between students, staff, and faculty in an attempt to meet the needs of all groups.

Respond to requests for information.

Refer students to counseling staff and other support services as appropriate for guidance and support.
Administer North Carolina sanctioned admissions assessments (i.e., ACCUPLACER, COMPASS, etc.).

Perform related duties as assigned.

**IV-12.3.4 Qualifications**

**IV-12.3.4.1 Knowledge of:**

- Academic and career advising techniques, methods and procedures.
- General educational systems and requirements, and academic grade and unit equivalents.
- Methods and procedures involved in application evaluation.
- College policies and procedures regarding admission standards, educational program requirements and testing procedures.
- Program requirements related to assigned area of responsibility.
- Technical aspects of assigned educational/career field.

**IV-12.3.4.2 Ability to:**

- Interpret and apply College policies, procedures, rules and regulations.
- Determine specific needs of individual students and provide appropriate support.
- Evaluate applicant test scores and previous education and training.
- Determine applicable transfer credits based upon course catalog descriptions and other resource information.
- Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.
- Communicate clearly and concisely, both orally and in writing.
- Relate to students with different cultural and social backgrounds.
Establish and maintain effective working relationships with those contacted in the course of work.

**IV-12.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible academic and career advising and admissions experience.

**Training:**

A Bachelor's degree from an accredited college or university.
IV-12.4 Career & Technical Education/Perkins Success Coach

IV-12.4.1 Definition

The Success Coach provides support services and advising to students enrolled in Career & Technical Education (CTE) programs; targeting programs performing below negotiated levels for Core Indicators of Performance.

IV-12.4.2 Supervision Received and Exercised

Receives direction and supervision from the Dean of Enrollment Management, CTE/Perkins Coordinator and appropriate deans, division chairs, department chairs, and faculty.

Exercises no supervision.

IV-12.4.3 Essential Duties- Duties may include, but are not limited to, the following:

Provide support/mentoring services to students enrolled in CTE programs.

Establish relationships with students to determine needs to assist in program retention and completion.

Monitor students' academic progress providing support and guidance and referrals to Student Learning Center as needed.

Meet with students to acquaint them with services, higher education, or training opportunities.

Provide opportunities for students to practice interviewing and work-readiness skills.

Work with students to develop individual career plan.

Work with program faculty to match students to appropriate industry internships or other work-based learning opportunities; monitor the internships providing support and guidance to the students, trouble-shooting any issues and documenting performance, providing feedback to the program from the employer.

Maintain adequate and accurate records on students.
Collect performance data and report to the Dean of Enrollment Management and CTE/Perkins Coordinator.

Assist faculty in the marketing and promotion of CTE programs.

**IV-12.4.4 Qualifications**

**IV-12.4.4.1 Knowledge of:**

Academic and career advising techniques, methods, and procedures.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements for Career and Technical Education programs.

Technical aspects of Career and Technical Education programs.

**IV-12.4.4.2 Ability to:**

Interpret and apply College policies, procedures, rules, and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.
IV-12.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Work experience in a community college or workforce development setting desired. Experience in advising and working with students, employment services, student placement services or related fields.

Training:

A Bachelor’s Degree in business, social work, education or a related field from a regionally accredited institution is required.
**IV-12.5** Family Support Services Associate/Parents for Higher Education (PHFE)

**IV-12.5.1** Definition

To plan, organize, and coordinate the child care stipend programs of the College; to coordinate assigned activities with other divisions and departments; and to provide highly responsible staff assistance to the assigned supervisor and Associate Vice President for Student Services.

**IV-12.5.2** Supervision Received and Exercised

Receives direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over clerical staff.

**IV-12.5.3** Essential Duties- Duties may include, but are not limited to, the following:

- Manage, coordinate and organize activities, programs and services to the child care stipend recipient student population.

- Recommend goals and objectives; assist in the development of and implement policies and procedures.

- Coordinate, oversee and participate in the development of the child care services program work plan; coordinate work activities, projects and programs; monitor program process flow; review and evaluate methods and procedures.

- Evaluate child care stipend service operations and activities; recommend improvements and modifications; prepare various reports on operations and activities.

- Coordinate and participate in the provision of counseling and support to child care stipend recipients.

- Assist eligible students in securing child care assistance and other benefits.

- Explain policies and procedures of College student support programs available to stipend recipients including financial aid and counseling services.
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Family Support Services Associate (Continued)

Advise eligible students regarding College preparation and entrance requirements; explain and recommend alternative strategies and programs.

Process eligible students into the program; establish appropriate level of aid; monitor student activities to ensure compliance with program requirements.

Assist with the advisement and facilitation of the Parents for Higher Education Club (PFHE).

Represent the College at community and outside organization functions to promote the child care stipend programs.

Provide responsible staff assistance to the Associate Vice President for Student Services.

Coordinate assigned responsibilities with administrative staff and funding source personnel to ensure the services provided meet College and student needs.

Perform related duties as assigned.

IV-12.5.4 Qualifications

IV-12.5.4.1 Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of child care stipend program marketing.

Applicable federal, state and local regulations, specifically as such pertain to eligible students receiving state and federal funds.

Principles of effective public relations.

Principles of customer relations.

IV-12.5.4.2 Ability to:

Organize, direct and implement a comprehensive child care stipend program.

Interpret and apply applicable laws, policies, procedures, rules and regulations.
Effectively recruit eligible students for, explain and market College child care assistance programs.

Evaluate and advise students on a variety of program and personal matters.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

**IV-12.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible experience in providing services and support to parents of pre-school children.

**Training:**

A Bachelor’s degree from an accredited college or university with major course work in public relations, social work, public administration, business administration or a related field; or equivalent.


**IV-12.6 Librarian**

**IV-12.6.1 Definition**

To perform a variety of professional librarian duties in support of the activities of the Library including reference, circulation, cataloging and/or audio visual services; and to provide responsible administrative and professional support to the Director of Library Services.

**IV-12.6.2 Supervision Received and Exercised**

Receives direction from the Director of Library Services.

Exercises functional and technical supervision over assigned library staff.

**IV-12.6.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Perform professional library tasks in assigned service/program area including reference, circulation, cataloging, and/or audio visual services.

- Provide reference, instructional and bibliographic services to students, faculty, staff and to the general public.

- Assist students, faculty and staff with the location of materials utilizing in-house resources, computer searches and inter-library loan services.

- Advise and assist patrons in the use of various reference sources, library resources, and research methodologies.

- Oversee circulation operations.

- Conduct Library tours; advise and assist Library patrons in the use of Library catalogs and other reference tools.

- Prepare curriculum-oriented bibliographic guides to the library's collections; supervise and direct their production and distribution to users.

- Consult with the teaching faculty regarding needed materials for classes and assignments.
Classify and catalog print and non-print materials using standard reference tools.

Review new publications and collection materials and make recommendations on materials for acquisition and/or disposition, including books, publications, reference materials and related materials.

Locate, preview and order audio visual materials; ensure audio visual inventory meets needs of faculty and administrative staff. Work with faculty in the selection of audio visual materials to ensure curriculum goals and objectives are met.

Catalog audio visual materials for easy referral.

Assist in the development and implementation of special programs and services.

Compile Library activity reports and statistics regarding assigned area of responsibility.

Direct and review the work of assigned technical and clerical library staff.

Perform related duties as assigned.

**IV-12.6.4 Qualifications**

**IV-12.6.4.1 Knowledge of:**

Principles and practices of professional library work in area to which assigned.

Reference methods, techniques, and sources used in library work.

Library automation and retrieval systems.

Materials and services available in a College library.

**IV-12.6.4.2 Ability to:**

Perform professional and technical library tasks relative to assigned area of responsibility.

Assist library patrons in response to reference and related library questions.
Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Design and execute strategies to carry out manual and computerized information searches.

IV-12.6.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of professional library experience.

**Training:**

A Master of Library Science degree from an accredited college or university; or equivalent.
**IV-12.7 Recruiter**

**IV-12.7.1 Definition**

To participate in College programs and activities designed to recruit students for the College’s academic, technical, vocational, avocational programs, and Continuing Education programs; and to provide responsible and complex administrative staff support to higher management staff.

**IV-12.7.2 Supervision Received and Exercised**

Receives direction from the Assistant Director of Admissions-High School Outreach for the Fayetteville Campus; or the Director of Military Programs.

Exercises no supervision.

**IV-12.7.3 Essential Duties** - Duties may include, but are not limited to, the following:

Recruit students for the College’s academic, technical and vocational programs; develop, update and maintain outside recruitment contacts.

Identify and recruit students who are eligible for College programs; explain College programs, services, and related administrative procedures to prospective students; assist students in making applications.

Identify and follow up on recruitment opportunities; research and collect recruitment-related data regarding the potential student population; coordinate with academic staff, student organizations and alumni to involve such individuals in the recruitment function.

Represent the College weekdays, evenings, and weekends as required at community and outside organization functions including career days, special events and conferences; meet with educational administrators, counselors and teachers to exchange information and answer questions; prepare and deliver oral presentations regarding College instructional programs and services.

Advise current and potential students regarding College preparation and entrance requirements; develop, explain and recommend alternative strategies and programs.
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Recruiter (Continued)

Explain policies and procedures of College student support programs such as financial aid and student counseling services.

Initiate and coordinate recruitment activities with those of other colleges, schools, departments and outside agencies and organizations.

Confer with and provide staff assistance and advice to higher level administrative management staff; develop, prepare and present recommendations and reports as requested.

Assist in developing, planning and implementing recruitment plans and strategies.

Attend meetings, conferences and other related events which target potential students.

Act as College liaison to other educational institutions, as well as corporate and governmental organizations.

Perform related duties as assigned.

IV-12.7.4 Qualifications

IV-12.7.4.1 Knowledge of:

Methods and techniques of educational program marketing.

Techniques of student recruitment program development and evaluation.

Methods and techniques of academic advising.

Principles of effective public relations.

IV-12.7.4.2 Ability to:

Effectively recruit students for and explain and market College academic, technical, and vocational programs.

Identify and follow-up on new recruitment and marketing strategies and contacts.

Interpret and apply College policies, procedures, rules and regulations.
Prepare, analyze and implement appropriate recommendations related to College recruitment activities.

Evaluate and advise students on a variety of academic matters.

Maintain effective work relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Use technology as found in office and classroom environments.

**IV-12.7.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible experience in marketing and student recruitment programs.

**Training:**

A Bachelor’s degree from an accredited college or university in public relations, business administration or a closely related field; or equivalent.
**IV-12.8 Registrar/Continuing Education**

**IV-12.8.1 Definition**

To assist in the planning, organization and supervision of the College's registration and student records services; to actively participate in registration activities with faculty, staff and other College divisions and departments; and to perform a variety of technical tasks relative to registration.

**IV-12.8.2 Supervision Received and Exercised**

Receives direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over assigned administrative and clerical staff.

**IV-12.8.3 Essential Duties** - Duties may include, but are not limited to, the following:

Lead and participate in the registration of students for Continuing Education courses and in the maintenance of student records.

Coordinate and supervise the registration process including monitoring the registration of students, publication of class schedules, and information dissemination and verification.

Monitor operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; implement policies and procedures.

Maintain an automated registration and student records system; establish procedures; train staff in appropriate systems administration and maintenance procedures.

Interpret, apply and ensure staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.
Maintain documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Prepare Institutional Class Report, Data Card Report and other reports for the state.

Participate in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff as assigned; develop, prepare and present recommendations and reports as requested.

Perform and review the more complex registration issues including determining State resident status of enrolling students, counseling students regarding system requirement and procedures, and auditing of final class registration listings.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the selection of staff; provide or participate in staff training; work with employees to correct deficiencies; implement discipline procedures.

Design registration forms; coordinate with outside vendors.

Schedule the production and distribution of the computer output for the registration and records unit.

Perform related duties as assigned.

**IV-12.8.4 Qualifications**

**IV-12.8.4.1 Knowledge of:**

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and performance evaluation.
IV-12.8.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Train, supervise, and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Compile and maintain accurate and complete records and reports.

IV-12.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of related experience.

Training:

A Bachelor's degree from an accredited college or university in business administration, records management or a closely related field; or equivalent.
IV-12.9  Registrar/Curriculum

IV-12.9.1  Definition

To plan, organize and supervise the College's registration, student records services, veteran’s services, and military student services; to coordinate assigned activities with faculty, staff and other College divisions and departments; and to perform a variety of professional and technical tasks relative to registration, student records, and veteran's benefits management.

IV-12.9.2  Supervision Received and Exercised

Receives general direction from the Associate Vice President for Student Services.

Exercises direct supervision over assigned administrative, para-professional, and clerical staff.

IV-12.9.3  Essential Duties-  Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in registration and records activities.

Coordinate and supervise the registration process including office staff activities, monitoring the registration of students, and information dissemination and verification.

Evaluate operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; coordinate registration activities with College divisions and departments; implement policies and procedures.

Implement and maintain an automated registration and student records system; establish procedures; train staff in appropriate systems administration and maintenance procedures.
Interpret, apply and ensure staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Develop and maintain training and procedural documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Manage the processing of admission applications to ensure data integrity and timeliness.

Participate in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Supervise and manage documentation of state resident status of enrolling veterans and active military students, and their family members.

Supervise and manage GoArmyEd and MyCA operations.

Supervise and manage Veterans Services to include effective coordination of benefits for all Veterans Administration benefit chapters. Develop procedures that comply with federal Veterans Administration requirements and policies. Ensure the timely and accurate reporting of data to the Veterans Administration.

Ensure the full use of the student advisement system Datatel EVAL through effective training of faculty and staff.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Select/recommend staff; provide or coordinate staff training; work with employees to correct deficiencies; implement disciplinary procedures. Evaluate employee performance in accordance with College requirements.

Ensure accurate and timely student data submissions to the National Student Loan Clearinghouse.

Ensure accurate and timely student data submissions for Student Records to the state for assigned reports.

Prepare records and reports for FTE audit reviews and meet with auditor(s) to review enrollment data.
Ensure the security of student records through appropriate procedures regulating access either virtually or through hard-copy distribution.

Manage the budget and approve purchases as appropriate.

Perform other duties as assigned.

**IV-12.9.4 Qualifications**

**IV-12.9.4.1 Knowledge of:**

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Ability to utilize an Enterprise Resource Planning system and/or database system in conjunction with Microsoft Office applications.

Principles of supervision including employee training and performance appraisal.

**IV-12.9.4.2 Ability to:**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Train, supervise and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely in both oral and written form.

Provide quality customer service by establishing and maintaining effective working relationships with internal and external stakeholders.
Compile and maintain accurate and complete records and reports.

**IV-12.9.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of responsible experience involving student registration and records activities including at least one year of supervisory responsibility.

**Training:**

A Bachelor's degree from an accredited college or university in business administration, records management or a closely related field; or equivalent.
**IV-12.10**  **Senior Admission Evaluator**

**IV-12.10.1**  **Definition**

To provide information and assistance to students, staff, and faculty regarding academic program requirements, admission requirements, and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education, and training.

**IV-12.10.2**  **Supervision Received and Exercised**

Receives direction from the Director of Admissions

Exercises direct supervision of assigned Admissions Evaluators.

**IV-12.10.3**  **Essential Duties** - Duties may include, but are not limited to, the following:

Plan, implement, assign, and review the work of Admissions Evaluators.

Recommend and provide assistance to immediate supervisor in the implementation of goals and objectives.

Develop performance goals for staff and the department.

Solve problems of a sensitive nature requiring interpretation of policies and procedures.

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies to determine student eligibility and standing.

Review applicant files for completeness, accuracy, previous education, and transfer of applicable credit as well as traditional, non-traditional, and life-learning experiences and take appropriate action.

Determine applicant’s program eligibility through interpretation of standardized tests scores, previous education, and Service members Opportunity College Operating Guidelines.
Serve as a liaison between students, staff, and faculty.

Respond to requests for information.

Refer students to counseling staff and other support services as appropriate.

Perform related duties as assigned.

**IV-12.10.4 Qualifications**

**IV-12.10.4.1 Knowledge of:**

Academic and career advising techniques, methods and procedures.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.

**IV-12.10.4.2 Ability to:**

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.
Establish and maintain effective working relationships with those contacted in the course of work.

IV-12.10.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible academic and career advising and admissions experience.

Training:

A Bachelor’s degree from an accredited college or university.
TECHNICIANS
**IV-13.1** Accounting Technician

**IV-13.1.1** Definition

To perform responsible accounting clerical work involving the preparation, maintenance, and processing of accounting records and financial transactions within an area of the College's central accounting system including either receipts, accounts receivable, accounts payable, financial aid, or purchasing.

This is the full journey level class within the Accounting Technician series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Accounting Technician in that the latter possesses knowledge and experience that enables him or her to provide technical or functional training to staff.

**IV-13.1.2** Supervision Received and Exercised

Receives general supervision from assigned management staff. May receive technical or functional training from Senior Accounting Technician.

Exercises no supervision.

**IV-13.1.3** Essential Duties- Duties may include, but are not limited to, the following:

Sort receipts, balance, and receipt monies on-line to the general ledger.

Assume the full range of general cashiering functions as assigned, including preparing bank deposits.

Audit cash receipts and disbursements for specified accounts; balance and identify misuses.

Prepare and maintain accounts receivable and/or accounts payable records for assigned programs and activities; maintain NSF listing of bad checks/charges/write-offs as appropriate.

Code and enter information into the computer; run, reconcile, and balance reports.
Process accounts receivable; review, verify, and analyze account information, payments, and promissory notes. Participate in the researching of complex problems and discrepancies in student’s payment records.

Interpret and explain College policies and procedures relating to registration and student refunds to students and College personnel.

Process account adjustments and refunds for both curriculum and non-curriculum classes; calculate appropriate adjustments; issue refunds according to established guidelines.

Respond to requests and inquiries from faculty, administrative staff, and students regarding account dispositions; explain College policies and procedures related to assigned accounts; solve related problems and difficulties.

Process government and third-party payment billings, balance accounts, and reconcile discrepancies as necessary with students, College personnel, and third parties.

Review past due accounts and process files according to established procedure, including preparing delinquent notices and submitting files to Accounting Manager to be submitted to collection agencies.

Correspond and confer with students to resolve fee payment discrepancies and to establish payment schedules.

Explain College collections and general accounting policies and procedures; review student circumstances and explanations to determine the need for further collection actions.

Update delinquent account balances; process delinquent accounts to be serviced by an outside collection agency; write-off outstanding balances which are too small to efficiently collect.

Process purchase and/or equipment orders; prepare requests for supplies and/or equipment; identify appropriate vendors and commodity numbers.

Audit and verify purchase requests to appropriate funds; ensure local, State, and federal guidelines are followed.

Enter purchasing information into the computer, print purchase orders, and make copies of attachments; disburse to appropriate departments.

Process invoices for payment; match invoice with purchase order and verify receipt of items and/or equipment.
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Accounting Technician (Continued)

Process credits to be applied to disbursements; maintain appropriate records and documentation.

Maintain bidders list and files.

Work with vendors, faculty, and administrative staff to resolve discrepancies with orders received.

Maintain vendor list and files.

Participate in the preparation and processing of accounts payable; establish vendor codes; research payment history of vendors; maintain, reconcile, and update monthly vendor statements.

Receive vendor billings; review, adjust, and extend changes; verify charges against computer printouts.

Research and verify accounts payable information; contact other College employees to reconcile discrepancies; respond to requests and inquiries by vendors and other members of the public.

Process voided checks through the accounting system and reissue as necessary.

Enter voucher documentation into the computer; type and batch manual checks; record and total batching; match voucher documents to computer checks for review by management.

Maintain various accounting records and reports for the College's financial aid program including loans and scholarships.

Input data, assign account codes, make adjusting entries, and balance assigned funds and accounts.

Input approved journal entries into the Datatel system.

Monitor outstanding checks; send tracer letters to students; submit outstanding checks to be voided prior to check stale date.

Prepare applicable financial reports related to assigned area of responsibility.

Conduct account analysis; reconcile differences between accounting records and computerized reports and make necessary adjustments; allocate designated account expenditures.
Answer questions, advise, and coordinate with other departments and outlying locations regarding financial aid awards, activities, transactions, and related policies and procedures.

Sort and deliver mail within the Office of Business and Finance.

Perform related duties as assigned.

**IV-13.1.4 Qualifications**

**IV-13.1.4.1 Knowledge of:**

Methods and procedures of financial record keeping.

Modern office methods, practices, and equipment.

Microsoft Excel and Word.

Principles and practices regarding specific financial system assigned.

Appropriate local, State, and federal laws, rules, and regulations relating to assigned functions.

Operational characteristics of a computer remote terminal, personal computer, and related peripheral equipment.

**IV-13.1.4.2 Ability to:**

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.

Data entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

**IV-13.1.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible general clerical experience including one year of accounting clerical or related experience.

**Training:**

An Associate degree from an accredited college with major course work in accounting or a closely related field, or equivalent.
**IV-13.2 Audio Visual Technician**

**IV-13.2.1 Definition**

To schedule, and operate audio visual equipment and related materials at on campus and off-site locations; and to respond to and meet the needs of faculty and administrative staff relative to their requests for support for Virtual Campus Courses and traditional classes. This support may include but is not limited to digital photos, video, HTML pages, audio visual equipment and related materials.

This is the full journey level class in the Audio Visual Technician series. Employees within this class are fully trained in all aspects of assigned responsibilities and are expected to work independently. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Audio Visual Engineer in that the latter is responsible for coordinating and directing equipment and materials services provided to faculty and administrative staff, and assumes responsibility for maintaining and repairing audio visual equipment and materials.

**IV-13.2.2 Supervision Received and Exercised**

Receives general supervision from the Media Services Director and functional supervision from the Audio Visual Engineer.

**IV-13.2.3 Essential Duties**- Duties may include, but are not limited to, the following:

Set-up and operate audio visual equipment from simple to complex forum, panel or concert style venues using the latest digital technologies.

Schedule audio visual support for campus events and off campus visitors using the FTCC facilities.

Schedule audio visual equipment and related materials usage by faculty and administrative staff at on campus and off-site locations.

Provides technical support for all computer work-stations with attached instructional audio visual equipment.

Provides technical support for all campus video-conference codecs and maintains all setting and firmware upgrades for proper operation.
Manages all work study/lab techs assigned as proctors for distance learning labs.

Identify maintenance and repair problems and refer to the Audio Visual Engineer.

Coordinates with the Audio Visual Engineer and Director of Media Services if more advanced technical, installation or engineering support is required and communicates with approved vendors to facilitate improvements.

Performs yearly equipment audits and recommends repairs and upgrades.

Prepares and maintains equipment and related materials, scheduling, and usage records.

**IV-13.2.4 Qualifications**

**IV-13.2.4.1 Knowledge of:**

Operating practices and techniques of a full range of audio-visual equipment including computers and data projectors, duplication systems, playback devices, digital signage, codecs, media and FCE-TV channel servers.

Types, uses, capabilities, and application of a wide array of audio visual technology and equipment including computers and data projectors.

Audio and video transport types including scaling, converting, and appropriate termination of each.

General principles of operation, maintenance and repair of computers related to multi-media instructional and digitizing applications and digital and analog set-up configurations, including various operating systems and their required settings.

**IV-13.2.4.2 Ability to:**

Schedule the usage of a variety of different pieces of equipment and materials.

Assist faculty and administrative staff in the operation of audio visual equipment, computers, and data displays.

Maintain detailed records and schedules.
Communicate effectively, both orally and in writing.

Lift a minimum of 25 pounds, stoop and bend.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-13.2.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience in configuring digital media.

Two years of experience with special event/concert set-up and operation.

**Training:**

An Associate Degree in Media Broadcasting, Engineering or related field.

**Preferred:** Bachelor's Degree in Media Broadcasting, Engineering or related field.
IV-13.3 Buyer

IV-13.3.1 Definition

To perform responsible work in the procurement of goods and services for the College. Buyers perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

IV-13.3.2 Supervision Received and Exercised

Receives direction from the Procurement Supervisor.

Exercises no supervision.

IV-13.3.3 Essential Duties- Duties may include, but are not limited to, the following:

Process purchase orders for supplies, services, maintenance and equipment; ensure appropriate use of vendors, commodity numbers, general ledger accounts, and source of funds; ensure appropriate authorizations; ensure accuracy and timeliness in the processing of all orders.

Ensure local, State, and federal guidelines are followed.

Enter purchasing information into the computer, print purchase orders, make copies of attachments; disperse to appropriate departments.

Maintain bidder lists and files.

Work with vendors, faculty, and administrative staff to resolve discrepancies with orders received.

Maintain vendor files.

Participate in the preparation of documentation needed for Accounts Payable to process payments.

Research payment history of vendors; establish vendor codes.

Receive vendor billings; review, adjust, and extend changes; verify charges against computer printouts.
Correspond with companies to check on status of outstanding orders; handle any related problems.

Correspond with instructors to check on receipt of supplies; handle any related problems.

Assist faculty and staff with orders.

Assist with maintenance of files for office.

Interpret purchasing policies and procedures.

Answer questions and provide information to other College faculty and staff.

Assist with cashing/student accounting functions during heavy registration periods.

Perform related duties as assigned.

**IV-13.3.4 Qualifications**

**IV-13.3.4.1 Knowledge of:**

Methods and procedures of financial record keeping.

Modern office methods, practices, and equipment.

Microsoft Excel and Word.

Principles and practices regarding Datatel and E-Procurement.

Appropriate local, State, and federal laws, rules and regulations relating to assigned functions.

Operational characteristics of a computer remote terminal, personal computer, and related peripheral equipment.

**IV-13.3.4.2 Ability to:**

Analyze situations accurately and adopt an effective course of action.
Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.

Data entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contracted in the course of work.

**IV-13.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible general and clerical experience including one year of accounting, clerical, or related experience.

**Training:**

An Associate degree from an accredited college in accounting, business administration, or a closely related field, or equivalent.
**IV-13.4 Career Technician**

**IV-13.4.1 Definition**

To perform complex and varied technical and clerical work related to providing student assistance in the FTCC Fort Bragg Center; to provide information to students, faculty, and staff on Center programs and services; and to provide general clerical support to the FTCC Fort Bragg Center.

**IV-13.4.2 Supervision Received and Exercised**

Receives general supervision from the Military Programs.

Exercises no supervision.

**IV-13.4.3 Essential Duties**- Duties may include, but are not limited to, the following:

Provide admission support and direction to students in a variety of situations and environments.

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies in determination of student eligibility and standing.

Greet the Fort Bragg Center visitors; respond to informational requests on the Fort Bragg Center programs and services; answer telephones; receive and route mail.

Assist center visitors in locating desired information and materials.

Receive, organize, and file printed materials from a variety of sources.

Type and proofread reports, letter, memos, and related material; compose routine correspondence related to the FTCC Fort Bragg Center programs and services.

Maintain Center bulletin boards.

Assist in student registration.

Perform related duties as assigned.
IV-13.4.4 Qualifications

IV-13.4.4.1 Knowledge of:

Knowledge of career counseling programs and services of the College.

Information sources related to job availability and career planning.

Office procedures, methods, and computer equipment.

Business letter writing and basic report preparation.

College policies, procedures, rules, and regulations applicable to the operation of the Fort Bragg Center.

Usage and operational characteristics of multi-media equipment including slide projectors, film projectors and sound equipment.

English usage, spelling, grammar and punctuation.

IV-13.4.4.2 Ability to:

Perform responsible technical and clerical work in the provision of the Fort Bragg Center programs and services.

Understand the organization and operation of the Fort Bragg Center and its relationship to other programs and activities of the College.

Interpret and apply policies and procedures.

Use standard office equipment including typewriter, telephone system, and computer equipment.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work cooperatively with other departments, divisions, and officials of the College.
Work independently in the absence of immediate supervision.

IV-13.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible clerical work including heavy public contact.

Training:

An Associate degree from an accredited college or high school graduate plus two years of experience; or equivalent.
IV-13.5 Central Supply and Shipping/Receiving Technician

IV-13.5.1 Definition

To coordinate and participate in the shipping and receiving of a wide variety of materials, supplies, and commodities; to assume responsibility for the daily operations of the central warehouse; to verify receipt of merchandise; and to maintain appropriate records and files.

IV-13.5.2 Supervision Received and Exercised

Receives general supervision from the Property Control and Services Supervisor.

Exercises no supervision.

IV-13.5.3 Essential Duties - Duties may include, but are not limited to, the following:

Coordinate the daily operations of central supplies.

Receive and unload incoming freight; open shipments and verify contents and quantities; complete and maintain receiving forms and records.

Review purchase orders for accuracy and completeness; assess future workload and storage space requirements.

Compare invoice information with that on purchase orders; note and follow up on discrepancies.

Work with suppliers to replace damaged shipments.

Coordinate orders with various college departments.

Re-package and distribute merchandise to appropriate personnel.

Coordinate with vendors on delivery.

Prepare incorrect, defective, or returned merchandise for return to vendors; prepare appropriate shipping forms; contact shippers for pick-up as necessary.

Maintain central supplies facilities in an organized and orderly manner.
Maintain central supplies inventory records and files; review and forward receiving documents for data entry.

Prepare reports by department of items purchased and submit to Purchasing for costing out to various departments.

Provide information to the public regarding sale of surplus College property.

Prepare and maintain supply pricing information; research online state contracts and other vendors for best prices.

Participate in annual inventory activities.

Other duties as assigned.

Must occasionally lift and/or move up to 75 pounds.

**IV-13.5.4 Qualifications**

**IV-13.5.4.1 Knowledge of:**

- Practices, procedures, equipment, and terminology used in warehouse, shipping and receiving operations.
- Supplies, equipment, and materials commonly utilized in educational institutions.
- Modern office practices, procedures, and computer equipment.
- College purchasing and inventory control policies, procedures, and practices.
- Inventory and record keeping procedures.
- Locations of College departments, divisions, offices, and facilities.

**IV-13.5.4.2 Ability to:**

- Coordinate comprehensive shipping, receiving, and warehousing operation.
- Maintain accurate inventory records and files.
Operate material handling equipment such as a fork lift, pallet jack, and hand truck.

Operate a computer using basic computer skills with a working knowledge of Microsoft Office.

Interpret and apply applicable policies, procedures, rules, and regulations.

Follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

**IV-13.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of shipping/receiving and supply/inventory control practices or related experience.

**Training:**

Completion of a twelfth grade education accompanied by some general training or equivalent.

**Licensure or Certificate:**

Possession of or ability to obtain an appropriate valid North Carolina driver’s license.
IV-13.6 Computer Support Technician I

IV-13.6.1 Definition

This entry level position provides technical support in preparation of classrooms and open IT labs for students and faculty use. Assist in the setup, maintenance and security of instructional labs and classroom computers, printers, peripherals, and supplies. Provide technical assistance and information to students, faculty and staff on computer hardware and software. Maintain the general cleanliness of computer equipment.

IV-13.6.2 Supervision Received and Exercised

Receive direction from the Computer Support Supervisor or MIS Support Manager.

May receive technical and functional supervision from Computer Support Technicians II.

IV-13.6.3 Essential Duties - Duties may include, but are not limited to, the following:

Assist and prepare room layout and replacement/setup of computer classrooms and open IT labs.

Install computer hardware and software; link peripheral equipment and test configuration.

Assist end-users in the proper use of computer hardware, software and peripheral equipment within the established standards, guidelines and provide general campus information.

Support FTCC Open Lab operation across the campus.

Analyze research and provide solutions to faculty and staff requests for computer classrooms.

Provide general troubleshooting steps for hardware and software problems as they relate to data communications, computers, printers, and peripherals utilizing diagnostic software and logical troubleshooting procedures.

Perform routine inspections and preventative maintenance of computer hardware to ensure physical security of computer classroom assets.
Assist in maintaining inventory of computer hardware, software and supplies.

Compile and prepare job-related reports and documentation, as required.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-13.6.4 Qualifications**

**IV-13.6.4.1 Knowledge of:**

General knowledge of multiple versions of windows products based on campus standards.

General knowledge of computer workstation/desktop hardware, software and peripherals based on campus standards.

Skill in troubleshooting computer workstation/desktop, hardware and software problems.

Current and emerging social, mobile technologies hardware, software and operating systems.

**IV-13.6.4.2 Ability to:**

Base decisions on established policies, standards, procedures, and practices, exercising sound judgment.

Ability to effectively work with a wide variety of people.
Respond in a timely and effective manner to requests (phone calls, email requests, help desk tickets, in person requests.)

Provide assistance and instruction to students, faculty, and staff on technical matters appropriate to assigned tasks.

Work effectively in a team and collaborative environment.

Work independently or as part of a team if needed to resolve problems; be available “on-call” to resolve problems after normal business hours and on weekends, as needed.

Communicate effectively and concisely, both orally and in writing.

**IV-13.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

At least one year of working experience with campus standard operating system and Microsoft Office or have at least one year of college credit in a computer related field. Demonstrated technical expertise in support of operating systems and other software is required. Ability to work under pressure on multiple tasks, completing them accurately and in a timely manner.

**Training:**

At least one year of college course work in Information Technology (IT), or work experience in the IT field.
IV-13.7 Computer Support Technician II

IV-13.7.1 Definition

To provide technical and support services in the installation, configuration, operation, maintenance and troubleshooting and diagnosis of computer hardware, software and peripheral equipment. To support students, faculty and staff by performing diagnosis and resolutions of technical issues as related to the use and performance of all campus personal computers through hands-on and help desk functions. To assist in the maintenance and reporting related to hardware and software inventory database. This position’s responsibilities require independent analysis, communication and problem solving. Duties are performed with little supervision and require initiative and judgment.

IV-13.7.2 Supervision Received and Exercised

Receives direction from the MIS Support Manager or Computer Support Supervisor.

May exercise technical and functional supervision over Computer Support Technicians I.

IV-13.7.3 Essential Duties - Duties may include, but are not limited to, the following:

Assist end-users in the proper use of computer hardware, software and peripheral equipment within the established standards and guidelines.

Assist and prepare room layout and replacement/setup of computer classrooms and open IT labs.

Install computer hardware and software; link peripheral equipment and test configuration.

Analyze research and provide solutions to faculty and staff requests for information technology needs.

Troubleshoot hardware and software problems as they relate to data communications, computers, printers and peripherals utilizing diagnostic software and logical troubleshooting procedures.

Work with Help Desk and Network staff as appropriate to determine and resolve problems and requests received from users.
Perform major computer repairs as they relate to operating system platforms, hardware installation and upgrades.

Perform routine inspections and preventative maintenance of computer hardware.

Download software patches and other appropriate hardware from the Internet, test and install as necessary.

Provide help desk support as well as perform day-to-day administration, maintenance, and support of computers and peripherals.

Coordinate vendor support between the College and manufacturer representatives for hardware and software information for computer systems; maintain information about equipment and installation; identify software users and recommend packages or other approaches as assigned.

Maintain Inventory of computer hardware, software and supplies.

Compile and prepare job-related reports and documentation, as required.

Write basic computer code and report generation programs, as required.

Test and evaluate new computer hardware and software for campus use.

Attend workshops, conferences and meetings related to assigned area(s) of responsibilities.

Provide training to end-users in the proper operation of computer equipment and applications.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms...

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.
Perform related duties as assigned.

**IV-13.7.4 Qualifications**

**IV-13.7.4.1 Knowledge of:**

- Principles of data communications.
- Installation, configuration, operation, maintenance, troubleshooting and diagnosis of computer hardware, software and peripheral equipment.
- Extensive knowledge of multiple versions of windows products based on campus standards.
- Extensive knowledge of computer workstation/desktop hardware, software, and peripherals based on campus standards.
- Troubleshooting, problem-solving techniques and repair techniques.
- Basic Internet access, search and downloading techniques.
- Current and emerging social, mobile technologies hardware, software and operating systems.
- Accepted safety practices when dealing with electronic devices and equipment.
- Basic record keeping procedures.

**IV-13.7.4.2 Ability to:**

- Assist in performing maintenance and repairs on assigned computers.
- Ability to effectively work with a wide variety of people.
- Provide assistance and instruction to students, faculty and staff on technical matters appropriate to assigned area.
- Interpret and apply College policies, procedures, rules and regulations.
- Read, understand and interpret hardware and software manuals, apply such information as appropriate.
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Computer Support Technician II (Continued)

Work independently or as part of a team if needed to resolve problems; be available "on-call" to resolve problems after normal business hours and on weekends, as needed.

Recognize research and diagnose hardware and software problems, repair when possible.

Access the Internet to download software patches and other appropriate software.

Provide training in the use of computer, software and peripheral equipment.

Maintain job-related records and prepare reports.

Safely operate and care for tools, equipment and materials used in the diagnoses and installation of computers and peripherals.

Plan, organize and prioritize work with a minimal amount of supervision.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-13.7.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience working with computers and application software related to assigned area of responsibility. Demonstrated technical expertise in support of operating systems and other software is required. Ability to work under pressure on multiple tasks, completing them accurately and in a timely manner.

Training:

An Associate degree from an accredited college in Computer Technology or Network Communications Technology; or equivalent.
**IV-13.8**  **Customer Service Technician**

**IV-13.8.1** **Definition**

To perform varied paraprofessional tasks in support of the Financial Aid Service Center and/or Call Center and provide information to students and/or the general public.

**IV-13.8.2** **Supervision Received and Exercised**

Receives general supervision from management, administrative, or professional staff.

**IV-13.8.3** **Essential Duties** - Duties may include, but are not limited to, the following:

Participate in Financial Aid Service Center from counter and Call Center activities. Provide information to students both in person and on the telephone.

Perform duties in a manner that represents exemplary customer service both to the general public as well as College staff and personnel.

Participate in student admissions, financial aid, veterans services, and registration activities, both on and off-campus; provide information and assistance to students regarding the admissions process, residency issues, registration process, graduation process and financial aid eligibility, forms, deadlines, and requirements.

Participate in the researching of complex problems and discrepancies in records, transcripts, and course schedules.

Prepare weekly, monthly, and term class enrollment and attendance reports.

Explain College policies and procedures relating to College staff, students and/or the general public.

Review and evaluate completeness of files and records; request information as needed.

Respond to difficult requests for information and act as liaison to other College departments and divisions.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Customer Service Technician (Continued)

Compose and type routine office correspondence, memoranda, and statistical reports.

Perform related duties as assigned.

**IV-13.8.4 Qualifications**

**IV-13.8.4.1 Knowledge of:**

Modern office procedures, methods, practices, and computer equipment.

Record keeping principles and procedures.

English usage, grammar, spelling, and punctuation.

**IV-13.8.4.2 Ability to:**

Understand and carry out written and oral instructions

Establish and maintain effective working relationships with those contacted in the course of work.

Type at a speed necessary for successful job performance.

Operate standard office machines such as typewriter, adding machines, photocopy machines, computer terminals, and scanners.

Demonstrate effective communication skills both written and face-to-face contact with the public and staff.

Demonstrate exemplary customer service skills.

Learn and apply:
- College policies and procedures
- Laws, rules and regulations pertaining to financial aid, FERPA, Veterans Affairs, MYCAA, WIA, Vocational Rehab and other externally regulated organizations and programs
- Datatel
IV-13.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of customer service or front office duties.

Training:

Minimum of an Associate's Degree.
**IV-13.9  Data Management Technician**

**IV-13.9.1  Definition**

To provide technical expertise and assistance in the development of data management programs or academic class schedules and reports; to program, implement, and maintain a variety of application programs related to statistical, fiscal and data management; and to provide complex technical support to the appropriate Supervisor.

**IV-13.9.2  Supervision Received and Exercised**

Receives general supervision from the Curriculum Registrar, the Associate Vice President for Student Services, or the Administrative Assistant to the Senior Vice President of Academics & Student Services.

Exercises technical and functional supervision over paraprofessional and/or part-time clerical staff as assigned.

**IV-13.9.3  Essential Duties**- Duties may include, but are not limited to, the following:

Operate micro and minicomputer systems to produce a variety of statistical reports and summary data; update and maintain data files; operate associate peripheral equipment.

Develop, program, and maintain applications software utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing mini and microcomputer applications software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

Determine requirements of the decision support system; specify alternatives; design the components of the system; field-test and implement the system.

Utilize telecommunications and terminal emulation software to interface local systems with College mainframe; upload and download data files and programs.
Design and implement a decision support system to produce data to meet institutional, state, and federal reporting requirements.

Design and implement an effective office project management system to flag upcoming accreditation, state and federal reporting.

Develop and maintain a process for keeping the manuals and handbooks current.

Develop, coordinate and participate in a variety of special research and administrative projects. Compile and analyze data and prepare related recommendations and reports.

Support all aspects of scannable forms operations, from creation through printing, scanning to scoring, and the generation of detail and summary reports.

Assist in writing, editing, laying out publications as required.

Provide technical support, information, and consulting services to various internal and external constituents of the College upon request.

Process purchase requisitions and orders for computer equipment, software, and supplies.

Analyze course requirements, evaluate facility requirements, assign necessary space and produce preliminary and final class schedules.

Organize and disseminate academic course schedule to appropriate individuals for course verification for publication.

Provide statistical information related to courses and enrollment.

Process programs of study with system office.

Process and disseminate educational plans and sequencing sheets to various external offices for proper processing and distribution.

Organize, update and maintain curriculum course catalog according to state and local requirements.

Perform other duties as needed or assigned.
IV-13.9.4 Qualifications

IV-13.9.4.1 Knowledge of:

Principles of small computer systems and program design.

Records storage and handling techniques.

Principles of database technology.

Modern office operations, methods, procedures, and equipment.

Higher education data reporting systems, federal reporting requirements (including, but not limited to IPDS), and state reporting requirements.

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs.

Sources, uses, and types of planning data applicable to institutions of higher education.

Priorities, goals, and objectives of the College.

Educational objective-setting and program evaluation.

Basic statistics and data collection and reporting methods and procedures.

Research methods and techniques.

IV-13.9.4.2 Ability to:

Analyze data and develop logical solutions to problems.

Design and program complex statistical and data management application programs for mini and microcomputers.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Understand basic research methodologies.

Coordinate the preparation of complex academic course and faculty schedules.

Interpret and apply college policies, procedures, rules and regulations.

Effectively utilize automated data processing equipment and software.

Establish and maintain accurate and complete records and files.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-13.9.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of computer programming or computer applications software experience is required, preferably in an educational setting. Experience in systems analysis and knowledge of a variety of microcomputer software is desirable.

Training:

An Associate degree from an accredited college in computer science or a related field; or equivalent.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the
essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).
**IV-13.10 Data Management Technician – Human Resources and Institutional Effectiveness Office**

**IV-13.10.1 Definition**

To provide technical expertise and assistance in the development of data management programs or planning and operation schedules and statistical reports; to program, implement, and maintain a variety of application programs related to statistical, fiscal and data management; and to provide complex technical support to the Vice President for Human Resources Development and Institutional Effectiveness.

To provide direct support to the faculty and staff of the College, primarily by working in planning, institutional research, assessment, and institutional effectiveness and by producing a wide variety of documents for internal and external use, including:

- Strategic Plan,
- Annual Planning Cycle,
- Fact Book,
- Institutional Effectiveness Plan,
- Job Placement Report,
- IPEDS, NCHEDS, and related annual state and federal reporting requirements,
- Instructor-Course Evaluations,
- Surveys on a wide variety of topics,
- Data reports,
- Updates to manuals related to accreditation, revision and updates of institutional policy and procedural manuals, and
- Providing responses to federal and state agencies and to accrediting agencies including Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC).

Provides general guidance and support to faculty and staff related to the College's assessment plan activities.

**IV-13.10.2 Supervision Received and Exercised**

Receives general supervision from the Director of Institutional Effectiveness.

Exercises technical and functional supervision over paraprofessional and/or part-time clerical staff as assigned.
IV-13.10.3 Essential Duties - Duties may include, but are not limited to, the following:

Operate micro and minicomputer systems to produce a variety of statistical reports and summary data; update and maintain data files; operate associated peripheral equipment.

Develop, program, and maintain applications software utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Understand be able to use and extract data from the NC Community College's data warehouse and Datatel system and present the information in a variety of charts, graphs and other means.

Analyze existing software; recommend enhancements and modifications as necessary to meet user needs and technical requirements and enhance office operations.

Determine requirements of the decision support system; specify alternatives; design the components of the system; field-test and implement the system.

Understand and be able to use evaluation and survey software, including but not limited to SPSS, Survey Monkey, Remark Survey processing, and SNAP.

Utilize telecommunications and terminal emulation software to interface local systems with College mainframe; upload and download data files and programs.

Design and implement a decision support system to produce data to meet institutional, state, and federal reporting requirements.

Design and implement an effective office project management system to flag upcoming accreditation, state and federal reporting.

Understand and maintain document control processes for a large organization and make recommendations for improvement in document control measures at the College.

Design and maintain a College web site.

Develop and maintain a process for updating official manuals, handbooks and related publications.
Develop, coordinate and participate in a variety of special research and administrative projects. Compile and analyze data and prepare related recommendations and reports.

Support all aspects of scannable forms operations, from creation through printing, scanning to scoring, and the generation of detail and summary reports.

Maintain the College's official fill-in forms section of the web site.

Assist in writing, editing, laying out publications as required.

Provide technical support, information, and consulting services to various internal and external constituents of the College upon request.

Process purchase requisitions and orders for computer equipment, software, and related supplies.

Analyze office requirements, evaluate facility requirements, and produce preliminary and final projections on the use of scarce resources.

Organize and disseminate information and documents to appropriate individuals for research, operations or publication.

Provide statistical information related to College operations.

Process reports and data requests from the NC Community College System Office, and other local, state and federal agencies.

Process and disseminate Institutional Effectiveness and Assessment documents, reports and information to various external offices for proper processing and distribution.

Organize, update and maintain College historical data files according to state and local requirements.

Assist in the development of institutional goals, general education competencies, and annual planning assumptions; coordinate the development and administration of institution-wide performance analysis processes.

Research, compile, edit, and publish documents, research reports, and resource materials relevant to planning, academic program review, and continuous quality improvement activities at the College.
Manage assessment data using appropriate electronic assessment management system software.

Monitor the Critical Success Factors, as defined by the NC Community College's System Office and advise senior leadership on trends related to performance levels for each factor.
Monitor and reconcile an office budget.

Attend meetings and participate in a variety of College advisory panels and committees which impact on Institutional Effectiveness activities.

Serve as the information and planning resource to the faculty, staff, administration of the College.

Maintain quality work in a timely manner.

Follow required OSHA guidelines.

Occasionally required to stand and walk.

Occasionally lift up to fifty-five pounds.

Hear audible equipment indicators and verbal communications in the environment.

Frequently required to sit; use hands and fingers to operate office type machinery, including but not limited to computer keyboards, copier equipment, scanners and other general office type equipment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Employee regularly works near moving mechanical parts (copies, printers, etc.).

Employee is occasionally exposed to fumes, chemical inks, moderate levels of noise, and airborne particles.

Assist Vice President of Human Resources Development and Institutional Effectiveness with the coordination necessary for the ongoing accreditation processes at the College.

Perform other duties as needed or assigned.
IV-13.10.4 Qualifications

IV-13.10.4.1 Knowledge of:

Principles of small computer systems and program design.

Records storage and handling techniques.

Principles of database technology, including web page design and maintenance.

Modern office operations, methods, procedures, and equipment.

Higher education data reporting systems, federal reporting requirements (including, but not limited to IPEDS), and state reporting requirements (including but not limited to NCHEDS).

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs.

Sources, uses, and types of planning data applicable to institutions of higher education.

Priorities, goals, and objectives of the College.

Educational objective-setting and program evaluation.

Basic statistics and data collection and reporting methods and procedures.

Applied research methods and techniques.

IV-13.10.4.2 Ability to:

Analyze data and develop logical solutions to problems.

Prioritize work assignments with organization skills to meet time-sensitive deadlines.

Design and program complex statistical and data management application programs for mini and microcomputers.

Communicate clearly and concisely, both orally and in writing.
Read, interpret and apply complex technical publications, manuals, and other documents.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Understand basic research methodologies.

Coordinate the preparation of complex schedules and projects, using appropriate project management software (Visio, Microsoft Project or related software).

Interpret and apply college policies, procedures, rules and regulations.

Effectively utilize automated data processing equipment and identify and learn to use software which will improve office operations.

Establish and maintain accurate and complete records and files.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-13.10.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of computer programming or computer applications software experience is required, preferably in an educational setting. Experience in systems analysis and knowledge of a variety of microcomputer software is desirable.

**Training:**

An associate degree from an accredited college in computer science or a related field; or equivalent.
IV-13.11 Data Management Technician – North Carolina Military Business Center

IV-13.11.1 Definition

To provide technical expertise, assistance and management of database systems for the North Carolina Military Business Center (NCMBC); to maintain the NCMBC’s statewide client management database; to maintain the statewide contract matching database for the State of North Carolina; to conduct market research to develop and analyze statistical procurement information; and to provide complex technical support to the appropriate Supervisor and supportive staff.

IV-13.11.2 Supervision Received and Exercised

Receives supervision from the Integrated Marketing and Events Coordinator with the North Carolina Military Business Center and general supervision from the Executive Director of the North Carolina Military Business Center.

Exercises technical and functional supervision over paraprofessional and/or part-time clerical staff as assigned.

IV-13.11.3 Essential Duties- Duties may include, but are not limited to, the following:

Manage the NCMBC’s internal client management software and database system (ACT!) with over 58,000 records.

Access the federal System for Award Management (SAM) to download data and to upload data into ACT using proprietary NCMBC software.

Operate client management software systems to produce a variety of statistical reports and summary data; update and maintain data files; operate associate peripheral equipment.

Develop, program, and maintain applications software utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of software systems/programs; develop program documentation for new programs prior to implementation; recommend enhancements and modifications as necessary to meet user needs and technical requirements.
Manage the NCMBC’s contracting and skills matching tool, www.MatchForce.org: provides non-technical support to all users; assists users establish valid profiles, post jobs, post skills and find military business and employment opportunities; coordinates with design and hosting company on MatchForce functionality.

Research awarded contracts and communicate with contracting officers at agencies to identify companies that have received contract awards.

Research and analyze future contract opportunities for the Department of Defense and federal agencies from event-related materials and interviews with contracting officers for distribution thru internal database systems and a searchable database on the NCMBC website

Update the internal customer management database to close out open-solicitations with awarded information

Coordinate with the NCMBC’s Business Development Team to provide information on open-solicitations and research to close out award notifications

Analyze and provide statistical information, in coordination with the NCMBC’s Procurement Analyst and Integrated Marketing and Events Coordinator, related to the NCMBC.

Provide technical support, information, and consulting services to various internal and external constituents of the College/NCMBC upon request.

Update and edit searchable databases of future contracting opportunities

Assist in writing, editing, laying out publications as required.

Process purchase requisitions and orders for computer equipment, software, and supplies.

Provides back up office management support and assists the NCMBC’s webmaster in maintaining www.ncmbc.us.

Perform other duties as needed or assigned.

**IV-13.11.4 Qualifications**

**IV-13.11.4.1 Knowledge of:**

Principles of client management systems.

Records storage and handling techniques.
Principles of database technology.

Modern office operations, methods, procedures, and equipment.

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs.

Basic statistics and data collection and reporting methods and procedures.

Research methods and techniques.

**IV-13.11.4.2 Ability to:**

Analyze data and develop logical solutions to problems.

Provide non-technical support to clients utilizing software systems; facilitate technical support thru contracted support.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Understand basic research methodologies.

Interpret and apply College/NCMBC policies, procedures, rules and regulations.

Effectively utilize automated data processing equipment and software.

Establish and maintain accurate and complete records and files.

Establish and maintain effective working relationships with those contacted in the course of work.
IV-13.11.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Combination of education or experience equivalent to two years of business, data research and/or application software systems management. Advanced skills in word processing and spreadsheet programs.

**Training:**

An Associate Degree or higher in business, computer information systems or related field. Work experience in managing computer applications software, as well as word processing, spreadsheet and database applications

**Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Is frequently required to stand and walk.
- Is able to hear audible equipment indicators and verbal communications in the work environment.
- Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- Limited daytime and overnight travel required
- Must possess a valid driver’s license with good driving record, and ability to frequently drive FTCC vehicles.
- Must occasionally lift and/or move up to 20 pounds.
Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).
IV-13.12 Environmental Services Technician

IV-13.12.1 Definition

To provide technical support and assistance to the Plant Operations Department in the areas of computer-aided drafting, microcomputers, construction administration, facility management, specification writing, and code/regulation compliance. To plan, direct, and review the implementation of the recycling program and environmental laws and regulations.

IV-13.12.2 Supervision Received and Exercised

Receives general direction from the Director of Facility Services.

Exercises indirect supervision over technical, maintenance, and clerical staff.

IV-13.12.3 Essential Duties- Duties may include, but are not limited to, the following:

Monitor and review health and environmental regulations, guide and direct compliance policies and procedures.

Develop, plan, and implement campus recycling programs, prepare required reports/documents.

Convert campus as-built construction documents to digital media, maintain updated corrections as renovations/modifications occur.

Gathering and compiling technical data for renovations, mechanical systems, and maintenance programs.

Assist Director of Facility Services in budget preparation, cost estimating, project implementation, scheduling, reporting, and capital improvements.

Train and assist Plant Operations personnel in operational procedures, safety, and code compliance.

Establish and maintain effective working relationships with those contacted in the course of work.

Perform related duties as assigned.
IV-13.12.4 Qualifications

IV-13.12.4.1 Knowledge of:

Architectural and engineering drafting, design, construction methods, and materials.

Building codes, federal and state regulations and statutes, computer-aided drafting programs, spreadsheets, energy management software, facility management software.

Building mechanical systems.

Surveying principals and methods.

Office procedures, methods, management, supervision, accounting and record keeping.

Legal requirements in construction field, specification writing, reporting methods.

Blueprint reading, work requests, repair orders.

IV-13.12.4.2 Ability to:

Work cooperatively and professionally with those contacted in the course of work.

Manage campus projects efficiently and effectively.

Coordinate renovation and repair projects.

Perform and facilitate proper actions regarding facility management, operations, and procedures.

Perform research on Federal, State, and local regulations, programs.

Resolve conflicts and problems.

 Communicate effectively with subordinate staff for program effectiveness.

Serve on committees, research and develop recommendations related to assigned activities.
Direct, oversee, and review the campus recycling program.

Confer with and provide staff assistance and advice to higher level staff regarding environment issues, American with Disabilities Act, Occupational Safety and Health.

Compile and maintain accurate and complete records and reports.

Perform related duties as assigned.

IV-13.12.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of general facility experience with at least one (1) year of administrative experience.

**Training:**

An Associate degree from an accredited college in building construction, architectural technology, business administration or a related field; or equivalent.

**License or Certificate:**

You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
**IV-13.13 Equipment Control Technician**

**IV-13.13.1 Definition**

To conduct an annual inventory audit of all equipment owned by the College; to insure that all lost or stolen equipment is properly reported and recorded to the State; and to ensure that all local, state and federal equipment is disposed of in accordance with regulations.

**IV-13.13.2 Supervision Received and Exercised**

Receives general supervision from the Property Control and Services Supervisor or the appropriate assigned supervisor.

Exercises no direct supervision but is a regular lead person in absence of Supervisor.

**IV-13.13.3 Essential Duties** - Duties may include, but are not limited to, the following:

Coordinate and participate in the annual inventory of all College owned equipment; travel from site to site to document existing inventories; replace worn or missing property tags.

Verify that equipment and property is being properly maintained.

Ensure that all newly purchased, donated and surplus property and equipment is properly processed, documented and recorded.

Assign inventory numbers and maintain updated log for all newly purchased equipment; tag and record all new equipment as it is received. Record and adjust inventory information into Datatel as necessary.

Maintain appropriate records and documentation of lost or stolen property.

Dispose of local, state and federal property and equipment according to established policies and procedures.

Prepare and maintain all equipment records according to local, state and federal regulations.

Work with and assist local, state and federal auditors during the annual audit.
Assist with shipping/receiving and supply ordering as required.

Provide information to the public regarding sale of surplus College property.

Other duties as assigned.

Must occasionally lift and/or move up to 75 pounds.

**IV-13.13.4 Qualifications**

**IV-13.13.4.1 Knowledge of:**

Local, state and federal rules and regulations regarding the receipt, documentation and disposal of College property and equipment.

Practices, procedures and methods of equipment and inventory control.

General accounting principles and practices.

Supplies, equipment, and materials commonly utilized in educational institutions.

Modern office practices, procedures, and computer equipment/software.

Inventory and record keeping procedures.

Locations of College departments, divisions, offices, and facilities.

**IV-13.13.4.2 Ability to:**

Coordinate a comprehensive equipment inventory control program.

Maintain accurate inventory records and files.

Interpret and apply applicable policies, procedures, rules, and regulations.

Follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.
Communicate effectively, both orally and in writing.

Operate material handling equipment such as a fork lift, pallet jack, and hand truck.

Operate a computer using basic computer skills with a working knowledge of Microsoft Office.

**IV-13.13.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of inventory control experience or related experience.

**Training:**

Inventory or related training as a supplement to the general 12th grade education.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid North Carolina driver’s license.
**IV-13.14 Financial Aid Technician**

**IV-13.14.1 Definition**

To provide information and assistance to students and college personnel regarding loan requirements, financial aid requirements, and related information; to evaluate loan applicant files to determine financial aid eligibility; to plan, organize and coordinate the student loan program including the Title IV Federal Guaranteed Educational Loans; to provide highly responsible administrative support to the Director of Student Financial Aid Services; to coordinate assigned activities with other college divisions, federal and state agencies, other institutions and various lenders; to provide loan counseling to students and perform other duties as assigned.

**IV-13.14.2 Supervision Received and Exercised**

Receives direction from the Assistant Director of Financial Aid Operating or Assistant Director of Financial Aid Processing.

Exercises no supervision.

**IV-13.14.3 Essential Duties**

Duties may include, but are not limited to, the following:

- Verify and analyze account information.
- Participate in the researching of complex problems and discrepancies in students' payment records.
- Interpret and explain College policies and procedures relating to financial aid.
- Respond to requests and inquiries from faculty, administrative staff, and students regarding account dispositions.
- Explain College policies and procedures related to assigned accounts.
- Maintain various accounting records and reports for the College's financial aid program including grants, loans, and scholarships.
- Serve as a liaison between students, College personnel, other colleges, lenders, and guarantee agencies to meet the needs of all groups and resolve issues.
Process financial aid awards, input data, assign account codes, make adjusting entries, and balance assigned funds and accounts.

Prepare applicable financial aid reports related to assigned area of responsibility.

Conduct account analysis and reconcile differences.

Answer questions, advise, and coordinate with other departments and outlying locations regarding financial aid awards, activities, transactions and related policies and procedures.

Perform related duties as assigned.

**IV-13.14.4 Qualifications**

**IV-13.14.4.1 Knowledge of:**

Methods and procedures of financial aid.

Modern office methods, practices, techniques and equipment.

Principles and practices regarding specific financial aid system and assigned.

Operational characteristics of a personal computer and related peripheral equipment.

**IV-13.14.4.2 Ability to:**

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.

Perform data entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

**IV-13.14.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible general clerical experience including one year of accounting clerical or related experience.

**Training:**

An Associate degree from an accredited college with major course work in accounting or a closely related field; or equivalent.
**IV-13.15 Grounds Technician**

**IV-13.15.1 Definition**

To perform a variety of skilled and semi-skilled landscape installations and grounds maintenance tasks relating to the upkeep and operation of the campus grounds.

**IV-13.15.2 Supervision Received and Exercised**

Receives general supervision from the Grounds-Maintenance Supervisor.

Exercises no supervision.

**IV-13.15.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Perform a variety of turf grass maintenance activities to include edging, mowing, trimming, and new installations.
- Install and maintain irrigation systems.
- Install and maintain shrubbery, perennials, and annual plant material.
- Pruning and shaping of shrubbery and trees.
- Application of insecticides, herbicides, fungicides, and fertilizers.
- Installation of brick and concrete sidewalks and repair thereof.
- Parking lot and street maintenance to include cleaning, patching, and general repairs.
- Perform litter control on campus and related recycling operations.
- Perform preventive maintenance on grounds' equipment.
- Perform snow and ice removal during inclement weather periods.
- Perform related duties as assigned.
IV-13.15.4 Qualifications

**IV-13.15.4.1 Knowledge of:**

Methods, materials, tools, and equipment used in landscape and turf grass maintenance.

Safe and proper application of fungicides, insecticides, herbicides, and nematicides.

Plant material installation and maintenance.

Construction methods and installation of paving, concrete, and masonry sidewalks.

Plant identification, plant and turf grass, pests and diseases.

Use and maintenance of grounds equipment, power, and hand tools.

Basic soil types, amendments, and landscaping design.

Safe work practices.

**IV-13.15.4.2 Ability to:**

Perform assigned duties during inclement weather conditions.

Operate a variety of grounds’ maintenance equipment, machines, and tools.

Apply fungicides, insecticides, herbicides, nematicide, and fertilizers safely and effectively.

Must be able to lift up to 100 lbs.

Reach with hands and arms, walk, crawl, stoop, kneel or crouch on a day-to-day basis. Correct visual impairments to include: near and far sightedness, color vision, peripheral vision, depth perception and focus.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.
IV-13.15.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience performing park maintenance landscape installation and maintenance experience.

**Training:**

An Associate degree from an accredited college with major course work in Horticulture or a related field; or equivalent.

**License or Certificate:**

Possession of a valid N.C. driver's license. You must possess a valid North Carolina driver's license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.

Possession of or ability to obtain an appropriate valid public pesticide applicator’s license.
**IV-13.16** Instructional Lab Technician – MIS Department

**IV-13.16.1** Definition

This position provides technical support in preparation of classrooms and open IT labs for students and faculty use. Support includes installation, testing of computer systems and peripherals within established standards and guidelines. Provide support to students, faculty, and staff by performing diagnosis and resolution of technical issues as related to the use and performance of all campus computers. Assist in the maintenance and reporting related to hardware and software inventory database. This position’s responsibilities require independent analysis, communication and problem solving. Duties are performed with little supervision and require initiative and judgment.

**IV-13.16.2** Supervision Received and Exercised

Receives direction from the Computer Support Supervisor.

May exercise technical and functional supervision over part time instructional lab technicians.

May receive technical and functional supervision from Computer Support Technicians.

**IV-13.16.3** Essential Duties- Duties may include, but are not limited to, the following:

Assist and prepare room layout and replacement/setup of computer classrooms and open IT labs.

Install computer hardware and software; link peripheral equipment and test configuration.

Assist and train end-users in the proper use of computer hardware, software and peripheral equipment within established standards and guidelines.

Analyze research and provide solutions to faculty and staff requests for computer classrooms.

Troubleshoot hardware and software problems as they relate to data communications, computers, printers and peripherals utilizing diagnostic software and logical troubleshooting procedures.
Perform major computer repairs as they relate to operating system platforms, hardware installation and upgrades.

Perform routine inspections and preventative maintenance of computer hardware to ensure physical security of computer classroom assets.

Download patches, upgrades, and other appropriate software from the Internet, test and install as necessary.

Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.

Work with Help Desk and Network staff as appropriate to determine and resolve problems and requests received from users.

Assist in maintaining inventory of computer hardware, software and supplies.

Compile and prepare job-related reports and documentation, as required.

Attend workshops, conferences and meetings related to assigned area(s) of responsibilities.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-13.16.4 Qualifications**

**IV-13.16.4.1 Knowledge of:**
Extensive knowledge of multiple versions of windows products based on campus standards.

Extensive knowledge of computer workstation/desktop hardware, software and peripherals based on campus standards.

Skill in troubleshooting computer workstation/desktop, hardware and software problems

Current and emerging social, mobile technologies hardware, software and operating systems.

**IV-13.16.4.2 Ability to:**

Base decisions on established policies, standards, procedures, and practices, exercising sound judgment.

Ability to effectively work with a wide variety of people.

Respond in a timely and effective manner to requests (phone calls, email requests, help desk tickets, in person requests.)

Provide assistance and instruction to students, faculty, and staff on technical matters appropriate to assigned tasks.

Work effectively in a team and collaborative environment.

Work independently or as part of a team if needed to resolve problems; be available “on-call” to resolve problems after normal business hours and on weekends, as needed.

Communicate effectively and concisely, both orally and in writing.

**IV-13.16.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience working with computers and application software related to assigned area of
responsibility. Demonstrated technical expertise in support of operating systems and other software is required. Ability to work under pressure on multiple tasks, completing them accurately and in a timely manner.

**Training:**

An Associate degree from an accredited college with major course work related to assigned area of responsibility, or equivalent.
**IV-13.17 Key/Access Control Technician**

**IV-13.17.1 Definition**

To monitor and provide technical assistance for college key/access control systems. To assume lead supervisory responsibilities over designated functions such as mail services and switchboard operations. To provide responsible assistance to higher level department staff. Assist with the duties and responsibilities of the switchboard and plant operations.

**IV-13.17.2 Supervision Received and Exercised**

Receives general direction from the Director of Facility Services.

Exercises technical and functional supervision over assigned clerical staff.

**IV-13.17.3 Essential Duties** - Duties may include, but are not limited to, the following:

Serve as Key Custodian for key and building access card distribution to faculty and staff.

Develop and maintain all records and logs related to the building access controls to include inventory control through the issuing and receiving of keys/cards.

Build lock cores, cut keys and program/activate access cards/

Maintain electronic database through software programs.

Coordinate and install building signage as needed.

Assist switchboard operator as required.

Assist Plant Operations Department as required.

Serve in a supervisory capacity over switchboard and mailroom functions.

Correspond and distribute information and files using the College networking system.

Prepare written reports, supply requests, and fiscal year budget requests for designated departments.
Maintain, issue, and implement the campus keying system and hardware.

Perform related duties as assigned.

**IV-13.17.4 Qualifications**

**IV-13.17.4.1 Knowledge of:**

Lock building, printing techniques and combinating of cores.

Modern office procedures, methods, management, accounting, and record keeping.

Basic knowledge of electronic locks and proximity reader and cards.

Computer operating systems and commands.

**IV-13.17.4.2 Ability to:**

Work cooperatively and professionally with those contacted in the course of work.

Perform and facilitate proper actions regarding lock repairs and key procedures.

Resolve problems and conflicts.

Compile and maintain accurate and complete records and reports.

Operate computer and other standard office equipment.

Communicate effectively.

Train personnel in system operation.

Interpret and apply college policies and procedures.

**IV-13.17.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:
Experience:

Two years of experience in locksmith/access control field.

Training:

Completion of the twelfth grade or equivalent.
IV-13.18   Lab Technician

IV-13.18.1   Definition

To prepare instructional laboratory set-ups, materials, equipment and supplies of student and staff use; to maintain the general cleanliness of assigned laboratory or assigned classroom; and to provide technical information and assistance to students.

IV-13.18.2   Supervision Received and Exercised

Receives direction from higher level academic and administrative staff.

May exercise technical or functional supervision over student assistants.

IV-13.18.3   Essential Duties- Duties may include, but are not limited to, the following:

Assist instructional staff with preparation for demonstrations; set up laboratory facility and prepare necessary materials and equipment.

Provide general information and assistance to students on equipment operation, use and location of materials, and safety procedures.

Monitor students involved in instructional laboratory work assignments; enforce policies and procedures.

Assist in the ordering and maintenance of supply and material inventories; maintain equipment and supply usage records.

Maintain orderliness and cleanliness of laboratory facilities; return unused materials to storage.

Provide general instruction and assistance to students on a variety of laboratory and course related matters; review student work in progress and assist in resolving problems.

Train and supervise assigned staff.

Supervise and participate in the general maintenance of the laboratory; perform routine maintenance and minor repairs on computer equipment; coordinate and schedule maintenance and repair with outside vendors.
Maintain software library preparing back-up copies and archival disks as necessary.

Maintain horticultural supplies; care for plantings, flower beds, trees, and gardens; water, fertilize and spray plant materials.

Attend workshops, conferences, and meetings related to assigned area of responsibility.

Represent laboratory and program activities to public schools, outside agencies and corporations.

Perform related duties as assigned.

**IV-13.18.4 Qualifications**

**IV-13.18.4.1 Knowledge of:**

Subject matter related to the assigned laboratory.

Principles, practices, and laboratory techniques related to assigned laboratory subject matter.

Practices of basic record keeping.

Research techniques and methods of report preparation.

Principles of supervision including employee training.

Basic mathematic principles.

Operational characteristics of equipment related to assigned laboratory.

Proper and safe use of equipment, materials, and supplies applicable to assigned laboratory.

**IV-13.18.4.2 Ability to:**

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.
Correctly and efficiently set up laboratory equipment, materials and supplies needed in exercises and experiments.

Assist in performing routine maintenance and repairs on assigned laboratory equipment.

Provide assistance and instruction to students on academic and technical matters appropriate to assigned laboratory.

Train and supervise student staff.

Interpret and apply department policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-13.18.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in implementing and monitoring an instructional laboratory program.

Training:

An Associate degree from an accredited college with major course work related to assigned area of responsibility; or equivalent.
**IV-13.19**  Lab Technician-Health Division Technology & Simulation Support

**IV-13.19.1** Definition

To prepare simulation and skills laboratory set-ups, materials, equipment and supplies of Health Division faculty, student and staff use; to maintain the general cleanliness of assigned laboratory or assigned classroom; and to provide technical information and assistance to Health Division faculty and students.

**IV-13.19.2** Supervision Received and Exercised

Receives direction from higher level academic and administrative staff.

**IV-13.19.3** Essential Duties- Duties may include, but are not limited to, the following:

- Assist in the selection of appropriate manikins, learning technologies, hardware and software for health program instruction.
- Research and recommend emerging technologies and tools for use in classroom, online and lab settings.
- Support faculty in implementation of learning management systems, computer applications, audiovisual equipment and other technologies.
- Assist in student learning experiences that involve technology applications including use of human patient simulators.
- Provide preventive maintenance to technology tools and/or request needed maintenance.
- Collaborate with other college departments, vendors, and outside agencies to optimize technology use.
- Provide professional development in use of simulation and technology for health programs.
- Maintain Excel spreadsheets and online calendars regarding student time/usage of lab areas.
- Order and maintain lab supplies for simulation and skills lab areas
- Assist with management of linen for health programs
Assist instructional staff with preparation for demonstrations; set up laboratory facility and prepare necessary materials and equipment.

Provide general information and assistance to students on equipment operation, use and location of materials, and safety procedures.

Assist in the ordering and maintenance of supply and material inventories; maintain equipment and supply usage records.

Maintain orderliness and cleanliness of laboratory facilities; return unused materials to storage.

Participate in the general maintenance of the simulation and skills laboratory areas; perform routine maintenance and minor repairs on computer equipment and human patient simulators; coordinate and schedule maintenance and repair with FTCC MIS and/or outside vendors.

Maintain software library preparing back-up copies and archival disks as necessary.

Attend workshops, conferences, and meetings related to assigned area of responsibility.

Represent simulation and skills laboratory areas and program activities to public schools, outside agencies and corporations.

Perform related duties as assigned.

IV-13.19.4 Qualifications

IV-13.19.4.1 Knowledge of:

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.

Correctly and efficiently set up laboratory equipment, materials and supplies needed in simulation exercises.

Assist in performing routine maintenance and repairs on assigned laboratory equipment.

Provide assistance and instruction to faculty and students on academic and technical matters appropriate to assigned laboratory.
Interpret and apply department policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

**IV-13.19.4.2 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in implementing and monitoring an instructional laboratory program.

**Training:**

An Associate degree from an accredited college with major course work related to assigned area of responsibility; or equivalent.
IV-13.20  Maintenance Technician I

IV-13.20.1  Definition

To perform a variety of skilled and semi-skilled building construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities; to perform electrical and plumbing maintenance and repair work; to perform carpentry tasks; and to repair and maintain HVAC equipment.

IV-13.20.2  Supervision Received and Exercised

Receives general supervision from the Maintenance Supervisor.

Exercises no supervision.

IV-13.20.3  Essential Duties- Duties may include, but are not limited to, the following:

Perform a variety of carpentry tasks to repair and construct walls and partitions; install, replace, and repair doors.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Install ceilings and carpeting; repair roofs.

Repair and install plumbing as necessary; replace broken fixtures, clean stopped drains and repair leaks.

Perform electrical system wiring and installations; install new lights and replace lights.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Install outlets, panels, switching equipment, photoelectric cells, motors, and related electrical appurtenances and equipment.

Repair and install electrical equipment such as motors, heaters and circuit breakers.

Replace defective lamps, sockets, ballasts, and fixtures.
Repair, replace, and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling towers, motors, valves, ducts, registers, and dampers.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filters, replace worn pulleys and belts as necessary.

Clean equipment, equipment rooms, ducts, pipes, and related equipment and fixtures.

Install new or replacement heating and air conditioning equipment.

Troubleshoot, isolate, and repair electrical system faults in HVAC systems.

Repair and replace thermostats.

Operate and monitor the performance of heating and cooling systems.

Operate a variety of equipment, machines and tools used in HVAC system maintenance and repair; drive motorized equipment.

Change and charge air conditioning compressors.

Test and treat water and water handling systems used in cooling equipment.

Maintain records on work performed.

Perform duties as assigned.

**IV-13.20.4 Qualifications**

**IV-13.20.4.1 Knowledge of:**

Basic methods, materials, tools and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry, plumbing, electrical and HVAC repair work, and related building trades.

Use and maintenance of a variety of power and hand tools.

Safe work practices.
Applicable codes, local ordinances and regulations governing assigned trade.

**IV-13.20.4.2 Ability to:**

Perform skilled and semi-skilled carpentry, plumbing, electrical, HVAC repair, and general maintenance and construction work.

Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Lift up to 100 lbs., crawl, work in tight and confined spaces, bend, climb ladders, operate lift equipment.

Must be able to work in hot, cold, and/or dusty environments.

**IV-13.20.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field.

**Training:**

An Associate degree from an accredited college or university; or equivalent. Extensive experience directly related to the position duties, may be considered in lieu of the degree requirements.

**License or Certificate:**
Possession of a valid North Carolina driver's license with good driving record of five years is required with no more than one (1) minor accident or violation in the past three (3) years. Must have begun or completed the Hepatitis B immunizations.
IV-13.21  Maintenance Technician II

IV-13.21.1  Definition

To perform a variety of skilled and semi-skilled building construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities; to perform electrical and plumbing maintenance and repair work; to perform carpentry and painting tasks; and to repair and maintain HVAC equipment. Employee is expected to perform journeyman-level, skilled work in at least one of the allied building trades.

IV-13.21.2  Supervision Received and Exercised

Receives general supervision from the Maintenance Supervisor.

Exercises supervision of Maintenance Technician I and maintenance helpers.

IV-13.21.3  Essential Duties- Duties may include, but are not limited to, the following:

Perform a variety of carpentry tasks to repair and construct walls and partitions; install, replace, and repair doors.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Install ceilings and carpeting; repair roofs.

Repair and install plumbing as necessary; replace broken fixtures, clean stopped drains and repair leaks.

Perform electrical system wiring and installations; install new lights and replace lights.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Install outlets, panels, switching equipment, photoelectric cells, motors, and related electrical appurtenances and equipment.

Repair and install electrical equipment such as motors, heaters and circuit breakers.
Replace defective lamps, sockets, ballasts, and fixtures.

Repair, replace and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling towers, motors, valves, ducts, registers, dampers, controls and energy management equipment.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filters, replace worn pulleys and belts as necessary.

Install new or replacement heating and air conditioning equipment.

Troubleshoot, isolate and repair electrical system faults in HVAC systems.

Repair and replace thermostats.

Operate and monitor the performance of heating and cooling systems.

Operate a variety of equipment, machines and tools used in HVAC systems maintenance and repair; drive motorized equipment.

Change and charge air conditioning compressors.

Test and treat water and water handling systems used in cooling equipment.

Maintain records on work performed.

Perform duties as assigned.

**IV-13.21.4 Qualifications**

**IV-13.21.4.1 Knowledge of:**

Advanced methods, materials, tools and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry, plumbing, electrical and HVAC repair work.

Use and maintenance of a variety of power and hand tools.

Safe work practices.
Applicable codes, local ordinances and regulations governing assigned trade.

**IV-13.21.4.2 Ability to:**

Perform skilled carpentry, plumbing, electrical, HVAC repair, painting, and general maintenance and construction work.

Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Lift up to 100 lbs., work in tight and confined spaces, bend, climb ladders, able to operate and work off aero-lifts equipment.

Must be able to work in hot, cold, and/or dusty environments.

**IV-13.21.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field, including supervisory experience.

**Training:**

An Associate degree from and accredited college or university; or equivalent. Extensive experience directly related to the position duties, may be considered in lieu of the degree requirement.

**License or Certificate:**
Possession of a valid North Carolina driver's license with good driving record of five years is required with no more than one (1) minor accident or violation in the past three (3) years. Must have begun or completed the Hepatitis B immunizations.
**IV-13.22 Maintenance Technician III**

**IV-13.22.1 Definition**

To perform a variety of skilled and semiskilled construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities. To assist with the coordination, planning, and maintenance activities within the Maintenance Department.

**IV-13.22.2 Supervision Received and Exercised**

Receives general supervision from the Maintenance Supervisor.

Exercises functional supervision of Maintenance Technician II, Maintenance Technician I and Maintenance Helper as required during the course of work.

**IV-13.22.3 Essential Duties** - Duties may include, but are not limited to, the following:

Assist Maintenance Supervisor in the planning, assignments, and supervision of work, employees and responsibilities.

To act in the Supervisor's role during his absence or as assigned.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Assist in the preparation of the operating budget for the department.

Procure repair parts for equipment within purchasing guidelines.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Repair and install electrical equipment such as motors, heaters, circuit breakers.

Participate in the selection of new employees.

Repair, replace, and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling
towers, motors, valves, ducts, registers, dampers, controls, and energy management equipment.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filter, replace worn pulleys and belts as necessary. Install new or replacement heating and air-conditioning equipment.

Operate a variety of equipment, machines and tools used in HVAC systems maintenance and repair; drive motorized equipment.

Maintain records on work performed.

Perform duties as assigned.

**IV-13.22.4 Qualifications**

**IV-13.22.4.1 Knowledge of:**

- Principles of supervision, training and personnel management.
- College policies and procedures.
- Advanced methods, materials, tools and equipment used in general building and preventive maintenance.
- Methods, techniques, materials, and tools used in carpentry, plumbing, electrical, and HVAC repair work.
- Use and maintenance of a variety of power and hand tools.
- Safe work practices.
- Applicable codes, local ordinances, and regulations governing assigned trade.

**IV-13.22.4.2 Ability to:**

- Plan, schedule and coordinate maintenance activities.
- Perform skilled carpentry, plumbing, electrical, HVAC repair, painting, and general maintenance and construction work.
Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Communicate through the College's networking system.

Establish and maintain effective working relationship with those contacted in the course of work.

Compile and maintain accurate records and reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Lift up to 100 lbs., crawl, work in tight and confined spaces, bend, climb ladders, operate lift equipment.

Must be able to work in hot, cold, and/or dusty environments.

IV-13.22.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field, including supervisory experience.

**Training:**

An Associate degree from an accredited college in Building Construction, Engineering, Architecture, Mechanics or related field or equivalent. Extensive experience directly related to the position duties, may be considered in lieu of the degree requirement.
License or Certificate:

Possession of a valid North Carolina driver’s license with good driving record of five years is required with no more than one (1) minor accident or violation in the past three (3) years. Must have begun or completed the Hepatitis B immunizations.
**IV-13.23 Military/Veterans Services Technician**

**IV-13.23.1 Definition**

To perform complex and varied technical work related to providing student assistance in the Veterans Services Office; to provide information to students, faculty, and staff on veterans programs and services; and to act as a certifying official for veterans educational benefit programs.

**IV-13.23.2 Supervision Received and Exercised**

Receives general supervision from the Director of Military Programs.

Exercises no direct supervision, but assumes lead responsibility in the absence of the direct supervisor.

**IV-13.23.3 Essential Duties** - Duties may include, but are not limited to, the following:

Greet Veterans Services Office visitors; respond to informational requests on programs and services; answer telephones; receive and route mail.

Serve in a lead capacity over Veterans Services programs/processes; review and audit the work of designated clerical staff in assigned area of responsibility; establish work procedures and processes after consulting with the Registrar.

Perform intake sessions with potential students, advising them of school, VA and state requirements for the use of the GI bill.

Maintain knowledge of VA and state regulations to include reviews and updates of changes as they pertain to certification of veterans.

Process compliance checks through file reviews and initiate corrections/changes.

Participate in Compliance Survey by VA and supervisory visits by State Approving Agency.

Assist in catalog approval process for State Approving Agency.

Attend training sessions, meetings, and conferences when appropriate.
Review and suggest changes or corrections in policy to ensure state and VA compliance.

Process federal funding applications and reports.

Assist in the development and maintenance of efficient and reliable data management systems.

Maintain knowledge of PRIME programs as they pertain to Veterans Services Office functions.

Perform related duties as assigned.

**IV-13.23.4 Qualifications**

**IV-13.23.4.1 Knowledge of:**

Federal and state laws as they pertain to the certification of veteran students.

The various chapters of educational benefits under VA and to which students they will apply.

Operational characteristics of computers and related equipment.

Office procedures and methods.

Information sources available.

Business letter writing and English usage, spelling, grammar and punctuation.

**IV-13.23.4.2 Ability to:**

Perform responsible technical and clerical work.

Interpret and apply policies and procedures and make suggestions for improved processes.

Use standard office equipment including typewriter, telephone system, and computer equipment.

Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Work cooperatively with other department, divisions, and officials of the college and Veterans Administration.

Work independently in the absence of immediate supervisor.

**IV-13.23.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of responsible clerical work including heavy public contact.

**Training:**

An Associate degree from an accredited college in a business-related field, or equivalent.
IV-13.24 Print Shop Illustrator/Layout Technician

IV-13.24.1 Definition

To operate computer, copying and related equipment to reproduce a variety of materials for all College departments and divisions; to layout and prepare projects for printing; and to maintain equipment in proper operating condition.

IV-13.24.2 Supervision Received and Exercised

Receives general supervision from the Print Shop Supervisor.

Exercises no supervision.

IV-13.24.3 Essential Duties- Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including computers and copying equipment.

Layout and prepare projects and copy orders for printing.

Sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper and toner.

Ensure adequate inventory of supplies, chemicals and materials for print shop operations.

Maintain records of number of copies reproduced.

Perform related duties as assigned.

IV-13.24.4 Qualifications

IV-13.24.4.1 Knowledge of:

Modern office practices, procedures and equipment.
Uses, operation and maintenance of various types of computers and related equipment/software.

Basic mathematics.

**IV-13.24.4.2 Ability to:**

Operate and maintain computers, copiers, color and poster printers.

Lay out work assignments.

Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

**IV-13.24.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience in design layout and printing operations including experience in operating computers and related equipment/software.

**Training:**

An Associate Degree in Commercial Art or related field, or combination of education and experience.
**IV-13.25**  
**Print Shop Technician I**

**IV-13.25.1  Definition**

To operate various types of duplicating equipment to reproduce a variety of materials for all College departments and divisions; to layout and prepare projects for printing; and to maintain equipment in proper operating condition.

**IV-13.25.2  Supervision Received and Exercised**

Received general supervision from the Print Shop Supervisor.

Exercises no supervision.

**IV-13.25.3  Essential Duties**- Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including off-set presses and copying machines.

Interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or copying machines; review work orders and advise employees requesting duplicating services regarding size and copying method to be used.

Layout and prepare projects and copy orders for printing; prepare plates.

Trim, sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper, toner, ink and chemicals.

Make various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.

Ensure adequate inventory of supplies, chemicals and materials for print shop operations.

Maintain records of number of copies reproduced.

Follow required OSHA guidelines.
Maintain quality work in a timely manner.

Perform related duties as assigned.

**IV-13.25.4 Qualifications**

**IV-13.25.4.1 Knowledge of:**

Modern office practices, procedures and equipment.

Uses, operation and maintenance of various types of duplicating and related equipment.

Basic mathematics.

**IV-13.25.4.2 Ability to:**

Proficiently program, operate and maintain duplicating machines and copying equipment.

Adjust and make moderately difficult repairs to duplicating machinery.

Lay out work assignments and prepare printing plates.

Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

**IV-13.25.4.3 Experience and Training Guidelines**
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of general printing support experience including experience in operating copying and duplicating related equipment.

**Training:**

Completion of the twelfth grade supplemented by special training. Associate Degree from an accredited college, with a concentration in printing, commercial art, or a closely related field is preferred.
**IV-13.26**  Print Shop Technician II

**IV-13.26.1**  Definition

To operate various types of duplicating equipment to reproduce a variety of materials for all College departments and divisions; to layout and prepare projects for printing; and to maintain equipment in proper operating condition.

**IV-13.26.2**  Supervision Received and Exercised

Receives general supervision from the Print Shop Supervisor.

 Exercises no supervision.

**IV-13.26.3**  Essential Duties- Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including off-set presses and copying machines.

Interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or copying machines.

Layout and prepare projects and copy orders for printing; prepare plates.

Trim, sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper and toner, ink and chemicals.

Make various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.

Ensure adequate inventory of supplies, chemicals, and materials for print shop operations.

Maintain records of number of copies reproduced.

Follow required OSHA guidelines.

Maintain quality work in a timely manner.
Frequently required to stand and walk.

Hear audible equipment indicators and verbal communications in the environment.

Occasionally required to sit; use hands to finger, handle, or feel object, tools, or controls; and reach with hands and arms.

Occasionally lift and/or move up to 75 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Employee regularly works near moving mechanical parts.

Occasional exposure to fumes, chemical inks and airborne particles.

Exposure to high noise levels due to machinery printing process.

Perform related duties as assigned.

**IV-13.26.4 Qualifications**

**IV-13.26.4.1 Knowledge of:**

Modern office practices, procedures and equipment.

Uses, operation and maintenance of various types of duplicating and related equipment.

Basic mathematics.

**IV-13.26.4.2 Ability to:**

Prioritize work assignments with organization skills to meet production deadlines.

Proficiently program, operate and maintain duplicating machines.

Adjust and make moderately difficult repairs to duplicating machinery.

Lay out work assignments and prepare printing plates.
Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

IV-13.26.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Four years of general printing support experience including experience in operating copying and duplicating related equipment.

**Training:**

Completion of twelfth grade supplemented by special training. Associate Degree from an accredited college, with a concentration in printing, commercial art or a closely related field is preferred.
**IV-13.27 Senior Accounting Technician**

**IV-13.27.1 Definition**

To perform a variety of responsible para-professional and technical level accounting work involving the preparation and maintenance of financial reports, accounting records, and statistical records and reports; to provide technical or functional training to staff; and to provide responsible technical staff assistance to higher level department staff.

**IV-13.27.2 Supervision Received and Exercised**

Receives direction from the appropriate Supervisor.

Exercises no direct supervision, but assumes lead responsibility in the absence of the direct supervisor.

**IV-13.27.3 Essential Duties**- Duties may include, but are not limited to, the following:

Perform a variety of para-professional and technical accounting duties in the preparation, maintenance and review of financial records and reports.

Serve in a lead capacity over either financial aid programs, accounts payable, Payroll, accounts receivable, Early Childhood Learning Center accounting, cashiering or purchasing; review and audit the work of designated accounting clerical staff in assigned area of responsibility; establish work procedures and processes.

Reconcile accounts in the general ledger; prepare journal entries as necessary.

Review and prepare budget transfers by responsibility center as authorized; make adjusting entries and balance.

Prepare, process, and balance accounts payable; establish check runs and ensure proper ordering and timeliness of runs; coordinate with other departments and vendors to meet specific needs and issues; prepare tax reports; coordinate with Senior Vice President for Business and Finance the release of checks to insure the availability of funds.

Research and analyze specific problems in the preparation of assigned reports.
Reconcile and balance assigned accounts and funds against the general ledger.

Prepare and maintain daily reports and records of money received on a daily basis; verify, code, calculate and receipt all monies.

Post on computer to general ledger all accounts receivables; balance revenues receipted and prepare bank deposits.

Prepare, process, and maintain Debt Setoff accounts to include Department of Revenue, Williams and Fudge, and NCO collections, notification letters and refunds of overpayment.

Act as backup for replacement checks.

Key all journal entries into Colleague.

Assist students at the front counter; collect monies; issue receipts; provide information regarding student account status.

Advise and inform other divisions and departments on accounting policies and procedures; answer questions concerning assigned accounting activities.

Prepare petty cash funds for registration activities at on and off-campus locations.

Balance cash and agree to daily computer recaps.

Perform cashiering duties and assist and provide information to students during registration. Provide leadership role during registration in training other cashiers and balancing funds at the end of the day.

Collect and process all returned checks, including maintaining appropriate records of actions, letter writing and phone contact to resolve issues and preparing paperwork for legal action.

Manage the reimbursable grants, including filing for reimbursement and monitoring activities for compliance both with the grant specifications and also state and federal guidelines.

Make daily deposits for the Early Childhood Learning Center and post to Procare accounting software; prepare monthly and semi-monthly billings for parent accounts; monitor childcare accounts to ensure payments are received in timely manner; prepare monthly reports/attendance sheets to file for 3rd party reimbursements; prepare monthly reimbursement request for the food program; reconcile monthly receipts in Procare to receipts in Datatel.

Perform related duties as assigned.
IV-13.27.4 Qualifications

IV-13.27.4.1 Knowledge of:

General accounting and auditing principles and practices.

Applicable Federal, State and Local policies, procedures, rules and regulations.

Modern office methods, practices and procedures.

Operational characteristics of computer remote terminal and related peripheral equipment.

Operational characteristics of personal computers and software packages, Microsoft Office Word and Excel.

IV-13.27.4.2 Ability to:

Apply accounting and auditing principles and procedures. Analyze and interpret data and draw sound conclusions.

Prepare clear, complete, and concise reports.

Communicate effectively and tactfully, both orally and in written form.

Interpret Local, State or Federal level policies; procedures, regulations and/or guidelines.

Apply and administer the College's accounting policies and procedures.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

IV-13.27.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:
Experience:

Four years of increasingly responsible experience performing technical and clerical accounting work.

Training:

An Associate degree from an accredited college in accounting, or a related field; or equivalent.
IV-13.28 Senior Accounting Technician (Foundation)

IV-13.28.1 Definition

To perform all financial functions of the FTCC Foundation, working independently; to maintain all accounts payable and accounts receivable for the FTCC Foundation. To assume responsibility for all cash management aspects for the Foundation. To maintain the FTCC Alumni database and update the FTCC Foundation web page as needed. To provide support to the Executive Director for the Foundation.

IV-13.28.2 Supervision Received and Exercised

Receives direction from the Executive Director for the Foundation.

Functional supervision of the Senior Secretary and the part-time Alumni staff by assuming lead responsibility in the absence of the direct supervisor.

IV-13.28.3 Essential Duties- Duties may include, but are not limited to, the following:

Perform a variety of para-professional and technical accounting duties for the day-to-day operation of the FTCC Foundation including maintenance and review of financial records and reports.

Perform accounts payable, accounts receivable, and cash receipting duties; establish financial work procedures and processes and make changes as needed.

Maintain a donor database for the FTCC Foundation updating information and posting donations as needed.

Prepare all bank deposits and record in checkbook(s); verify receipts and post to appropriate databases, spreadsheets, and automated general ledger.

Create all general ledger codes for new accounts as needed.

Prepare/write all checks as needed.

Verify, receipt, and post all monies for fund drives. Print performance reports for fund drives.

Post all monthly Foundation Payroll Deductions for Campus Fund Drive.
Reconcile monthly bank statements including posting of interest to spreadsheets and the automated general ledger. Balance statements with spreadsheets and the automated general ledger.

Prepare all journal entries as needed.

Post monthly interest from other investments to spreadsheets and automated general ledger. Post monthly gains/losses from stock market investments.

Prepare quarterly financial reports for the FTCC Foundation Board of Directors Meetings.

Update and review operating budget monthly to assure compliance.

Maintain monthly spreadsheets for numerous Scholarships and Departmental Accounts, updating donations, receipts, and expenditures as needed.

Generate and analyze monthly financial statements for accuracy.

Prepare and finalize all financial transactions in preparation for annual audit by independent auditor.

Calculate all financial data necessary for inclusion in the Foundation Annual Report.

Research and analyze specific problems in preparation of assigned reports and recommend solutions to problems identified.

Prepare and submit supplies/equipment requests.

Maintain a member database for the FTCC Alumni Association. Prepare bank deposits for the association.

Update the FTCC Foundation web page as needed.

Coordinate with Financial Aid in awarding the Foundation Scholarships. Work jointly with Financial Aid to ensure funds are being spent and contracts are being followed.

Perform other duties as assigned.
IV-13.28.4 Qualifications

IV-13.28.4.1 Knowledge of:

Accounting and auditing procedures.

Modern office methods, practices, techniques, and equipment.

Operational characteristics of personal computers and software packages, spreadsheets, and related peripheral equipment.

IV-13.28.4.2 Ability to:

Apply and administer accounting and auditing procedures in day-to-day tasks. Perform duties independently and accurately with limited supervision.

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Communicate with the general public, college personnel, and students efficiently, effectively, and tactfully, both orally and in writing.

Operate a computer at a highly skilled level, using a variety of software packages. Learn new software as needed with limited supervision.

Operate standard office equipment.

Demonstrate oral and written communication skills.

Establish and maintain effective working relationships with others.

IV-13.28.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Senior Accounting Technician (Foundation) (Continued)

Four years of increasing responsible general clerical experience including one year of accounting, clerical or related experience.

Training:

An Associate degree from an accredited college with major course work in accounting or a closely related field, or equivalent.
**IV-13.29 Senior Financial Aid Technician**

**IV-13.29.1 Definition**

To perform a variety of responsible para-professional and technical level accounting work involving the preparation and maintenance of financial reports and statistical records and reports in the Financial Aid office. To provide technical or functional training to staff; and to provide responsible technical staff assistance to higher level department staff.

To provide information and assistance to students and College personnel regarding loan requirements, financial aid requirements, and related information; to evaluate loan applicant files to determine financial aid eligibility; to plan, organize, and coordinate the student loan program including the Title IV Federal Guaranteed Educational Loans; to provide highly responsible administrative support to the Operation Manager of Student Financial Aid Services; to coordinate assigned activities with other College divisions, federal and state agencies, other institutions, and various lenders; to provide loan counseling to students and perform other duties as assigned.

**IV-13.29.2 Supervision Received and Exercised**

Receives direction from the Director of Financial Aid.

Exercises no supervision, but assumes lead responsibility for office operations for Financial Aid Technicians in the absence of the direct supervisor.

**IV-13.29.3 Essential Duties**- Duties may include, but are not limited to, the following:

Perform a variety of professional, para-professional and technical accounting duties in the preparation, maintenance, and review of financial aid records and reports.

Manage Verification Processed for Financial Aid office and complete verification of files as necessary.

Assist with review of eligibility of Financial Aid applicants and adjust awards as necessary based upon federal, state, and institutional policies and regulations.

Provide financial aid and loan counseling support to students.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Senior Financial Aid Technician (Continued)

Research and analyze specific problems in the preparation of assigned reports.

Reconcile and balance assigned accounts and funds against state, federal, and institutional balance sheets.

Plan, coordinate, and conduct group and individual entrance and exit loan counseling programs for all Title IV Student Loan participants.

Maintain accurate records and files.

Serve on FTCC Financial Aid and Scholarship Committee.

Manage FTCC Scholarship program in collaboration with Foundation office.

Serve as liaison between students, College personnel, other colleges, lenders, and guarantee agencies to meet the needs of all groups and resolve issues.

Perform related duties as assigned.

IV-13.29.4 Qualifications

IV-13.29.4.1 Knowledge of:

Methods and procedures of financial aid.

Modern office methods, practices, techniques, and equipment.

Principles and practices regarding specific financial aid system as assigned.

Operational characteristics of a personal computer and related peripheral equipment.

IV-13.29.4.2 Ability to:

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.
Perform data entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.

**IV-13.29.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible general clerical experience including one year of accounting clerical or related experience.

**Training:**

An Associate degree from an accredited college with a major course work in accounting or a closely related field; or equivalent.

This position requires a background check.
**IV-13.30 Senior Grounds Technician**

**IV-13.30.1 Definition**

To perform a variety of skilled and semi-skilled landscape activities involving the preparation and maintenance of College grounds; to provide technical or functional training to staff; and to provide responsible staff assistance to the Grounds Supervisor.

**IV-13.30.2 Supervision Received and Exercised**

Receives general direction from the Grounds Supervisor.

Exercises no direct supervision, but assumes lead responsibility in the absence of the Grounds Supervisor.

**IV-13.30.3 Essential Duties**

Duties may include, but are not limited to, the following:

Plan, prioritize, assign, lead, and review the work of staff involved in the maintenance and upkeep of all green space and landscaped areas of the College as directed by the Grounds Supervisor.

Perform a variety of turf grass maintenance activities to include edging, mowing, trimming, and new installations.

Conduct technical/functional training to Grounds Technicians.

Install and maintain irrigation systems.

Install and maintain shrubbery, perennials, and annual plant material.

Pruning and shaping of shrubbery and trees.

Application of insecticides, herbicides, fungicides, and fertilizers.

Installation of brick and concrete sidewalks and repair thereof.

Parking lot and street maintenance to include cleaning, patching, and general repairs.

Perform litter control on campus and related recycling operations.
Perform preventive maintenance on grounds' equipment.

Perform snow and ice removal during inclement weather periods.

Perform related duties as assigned.

**IV-13.30.4 Qualifications**

**IV-13.30.4.1 Knowledge of:**

Methods, materials, tools, and equipment used in landscape and turf grass maintenance.

Safe and proper application of fungicides, insecticides, herbicides, and nematicides.

Plant material installation and maintenance.

Construction methods and installation of paving, concrete, and masonry sidewalks.

Plant identification, plant and turf grass, pests, and diseases.

Use and maintenance of grounds equipment, power, and hand tools.

Basic soil types, amendments, and landscaping design.

Safe work practices.

**IV-13.30.4.2 Ability to:**

Perform assigned duties during inclement weather conditions.

Operate a variety of grounds' maintenance equipment, machines, and tools.

Apply fungicides, insecticides, herbicides, nematicide, and fertilizers safely and effectively.

Must be able to lift up to 100lbs.

Reach with hands and arms, walk, crawl, stoop, kneel or couch on a day-to-day basis. Correct visual impairments to include: near and far
sightedness, color vision, peripheral vision, depth perception and focus.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

**IV-13.30.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience performing park maintenance landscape installation and maintenance experience.

**Training:**

An Associate degree from an accredited college with major course work in Horticulture or a related field; or equivalent.

**License or Certificate:**

Possession of a valid N.C. driver's license. You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.

Possession of or ability to obtain an appropriate valid public pesticide applicator's license.
IV-13.31 Senior Network Communications Technician

IV-13.31.1 Definition

To perform a variety of skilled and technical tasks by maintaining the College’s voice and data network infrastructure; to include the installation operation and maintenance of the following: networking equipment, telecommunication equipment, physical and virtual servers, peripheral equipment, and other data processing equipment required to assist in the College's daily functions.

IV-13.31.2 Supervision Received and Exercised

Receives general direction from the Network Administrator.

IV-13.31.3 Essential Duties- Duties may include, but are not limited to, the following:

Install, operate, and administrate Microsoft, Linux, and VMware hosts.

Install and maintain electronic mail systems.

Install, operate, and maintain Next Generation Firewalls.

Install, operate, and maintain core and edge network and telephony equipment.

Provide hands-on assistance and troubleshoot phone equipment failures; service issues for campus users.

Maintain network management systems.

Assist in the design, installation, and implementation of the voice and data network infrastructure.

Setup voice mailboxes for individual users and department trees; troubleshoot voicemail issues and system failures.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 50 pounds.
Occasionally required to perform general maintenance activities as related to the 
voice and data network infrastructure.

Required to use hands and fingers to manipulate or feel objects, tools, or controls, 
and reach the arms and hands.

Required to hear audible equipment indicators and verbal communications within 
the work environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, 
and depth perception; and focus adjustment to differentiate light/color intensity and 
evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-13.31.4 Qualifications**

**IV-13.31.4.1 Knowledge of:**

Advanced network design and implementation.

Microsoft and Linux server based Operating Systems and Hypervisors.

Management of state of the art network and telecommunications.

**IV-13.31.4.2 Ability to:**

Quickly and efficiently identify and resolve technical issues.

Maintain and manage an extensive electronic mail system.

Demonstrate a thorough understanding of telephony systems.

Establish and maintain working relationships with those contacted in 
the course of work.

Communicate clearly and concisely, both orally and in writing.

Lift and/or carry up to 50 pounds.
IV-13.31.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of experience in maintaining local area networks.

Experience with telecommunications, voicemail, and call accounting systems.

**Training:**

An Associate degree from an accredited college in Network Communications Technology or equivalent.
**IV-13.32** Senior Systems Administrator Technician

**IV-13.32.1** Definition

To work as an assistant to the Systems Administrator; to assist with the daily system administration, monitoring, and maintenance of the College’s administrative business servers and applications.

**IV-13.32.2** Supervision Received and Exercised

Receives direction from the Systems Administrator. Exercises no supervision but assumes lead responsibility for office operations during the absence of the Systems Administrator.

**IV-13.32.3** Essential Duties- Duties may include, but are not limited to, the following:

Assist with the system administration activities of the primary business servers for compliance with state IT security standards, local guidelines, IT audit requirements, state, and federal laws.

Coordinate with senior level administrators, external agencies and vendors to insure adequate campus-wide support.

Monitor and manage computing resources, including CPU usage, disk usage, and response times to insure optimal performance of both the operating system and database environments.

Assist and participate in the planning, implementation, configuration, patching, upgrading, and general administration of the Datatel Database.

Assist with maintaining operating system and application software release levels in the administrative server environment as published by vendors.

Perform daily, weekly, monthly backups of server environments; maintain off-site backup libraries.

Assist in the administration of the College’s document imaging and data warehousing environment.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Senior Systems Administrator Technician (Continued)

Assist in the administration of Datatel’s Web Advisor, Self-Service and mobile platform.

Keep current with new security, technology, laws and regulations.

Assist in maintaining documentation that describes the administrative server environment and all operational procedures.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 70 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.

Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-13.32.4 Qualifications**

**IV-13.32.4.1 Knowledge of:**

System administration, Database and Networking concepts.

Knowledge of medium and large scale UNIX servers and the Solaris Operating System.

Internet technologies necessary for server implementation, configuration, maintenance, and security.

Secure server technologies necessary for E-Commerce.

Principles of Client Server technologies.

Basic knowledge of the College environment and the use of technology to support the business and administrative activities of the College.
IV-13.32.4.2 Ability to:

Read, interpret and apply complex technical manuals, publications, and other documents.

Implement, configure, administer, secure and document the college's complex hardware and operating system environment.

Implement, configure, administer, secure and document the college's complex database application.

Implement, configure, administer, secure and document the college's windows and UNIX server applications and hardware that are integrated front end to the Datatel application.

Analyze and interpret data to identify problems and possible solutions.

Communicate clearly and concisely, both orally and in writing.

Perform basic system administration tasks on a variety of hardware platforms.

Maintain an effective working relationship with the Networking function of the Department.

Maintain an effective working relationship with the areas of the College responsible for the academic web functions.

IV-13.32.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year actual experience with following hardware and software: Windows 2000/NT server, Sun systems and UNIX (Solaris), Datatel's Colleague, DMI, Web Advisor, and IBM Unidata Database

Training:
An Associate degree in Networking, System Administration, or Database Administration.

Preferred: Associate degree with an emphasis on Server, Network or Database Administration.
**IV-13.33 Systems Administrator Technician**

**IV-13.33.1 Definition**

To work as an assistant to the Systems Administrator; to assist with the daily system administration, monitoring, and maintenance of the College’s administrative business servers and applications.

**IV-13.33.2 Supervision Received and Exercised**

Receives direction from the Systems Administrator.

**IV-13.33.3 Essential Duties**- Duties may include, but are not limited to, the following:

Assist with the system administration activities of the primary business server.

Assist with performing diagnostics and monitoring of the administrative server environment to maintain an efficient and secure environment.

Assist with maintaining operating system and application software release levels in the administrative server environment as published by vendors.

Perform daily, weekly, monthly backups of server environments; maintain off-site backup libraries.

Assist in the administration of the College's document imaging and data warehousing environment.

Assist in the administration of Datatel's Web Advisor.

Assist in maintaining documentation that describes the administrative server environment and all operational procedures.

Frequently required to stand, bend, stoop, kneel, crawl, and walk.

Occasionally required to climb stairs.

Must occasionally lift and/or move up to 70 pounds.

Required to use hands to finger, handle, or feel object, tools, or controls, and reach with hands and arms.
Hear Audible equipment indicators and verbal communications in the environment.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

Perform related duties as assigned.

**IV-13.33.4 Qualifications**

**IV-13.33.4.1 Knowledge of:**

Networking concepts.

Internet technologies necessary for server implementation, configuration, maintenance, and security.

Secure server technologies necessary for E-Commerce.

Principles of Client Server technologies.

Principles of Windows and UNIX server administration.

Principles of database technology.

Basic knowledge of the College environment and the use of technology to support the business and administrative activities of the College.

**IV-13.33.4.2 Ability to:**

Read, interpret and apply complex technical manuals, publications, and other documents.

Analyze and interpret data to identify problems and possible solutions.

Communicate clearly and concisely, both orally and in writing.

Perform basic system administration tasks on a variety of hardware platforms.
Maintain an effective working relationship with the Networking function of the Department.

Maintain an effective working relationship with the areas of the College responsible for the academic web functions.

IV-13.33.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year experience in the following hardware and software: Windows server, Sun systems and UNIX (Solaris).

Training:

An Associate degree in Networking, System Administration, or Programming.

Preferred: Associate degree with an emphasis on Server and Network Administration.
IV-14.1 Administrative Assistant I

IV-14.1.1 Definition

To provide technical expertise and a wide variety of responsible, confidential, and complex administrative assistance to the Vice President. To assist in planning, organizing and directing the activities within the appropriate Vice President’s Office. To research, collect, analyze and summarize fiscal, managerial, and statistical data. To research data, compile data, design and prepare statistical/data spreadsheets and executive-level reports utilizing the microcomputer system.

IV-14.1.2 Supervision Received and Exercised

Receives direction from the appropriate Vice President or President.

IV-14.1.3 Essential Duties- Duties may include, but are not limited to, the following:

Research, collect, compile, and prepare a variety of key managerial and financial related reports utilizing word processing and spreadsheet software applications.

Review, research and summarize a variety of managerial-level and fiscal, statistical and administrative data; prepare related reports, schedules and calendars.

Acquire and prorate monthly interest, travel reimbursement rates, and full-time equivalency information utilizing spreadsheet software applications. Screen all requests, purchase requisitions, travel requests, employment recommendations and other administrative requests submitted for accuracy and completeness. Coordinate travel arrangements for executive staff as needed.

Maintain, balance and reconcile manual records of all operational transactions for all funding and budgetary sources. Will maintain, balance and reconcile manual records of all cash transactions for all fund sources, if working for the VP for Business and Finance.

Develop and maintain a system for monitoring dues and memberships. Verify, review, coordinate and process all related codes and paperwork and submit such documentation to the Business and Finance representatives for further processing.

Maintain master files of Official College records; copy and distribute materials to appropriate staff. Organize and maintain complex filing systems.
When assigned to the Business and Finance Division will collect data and prepare appropriate journal entries for certifications, interest, and returned checks.

Manage office support functions; coordinate and/or supervise the work activities of secretarial and clerical support staff on projects requiring department or function input; review work for accuracy. Normally, direct supervision will be limited to 1 to 4 subordinates in number.

Maintain a daily calendar of meetings for the Vice President. Responsible for maintaining a key control system within the Office of the Vice President and supported departments. Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail including mail addressed to the Vice President.

Analyze requirements for equipment and supplies; initiate paperwork and monitor receipt of items.

Perform office management functions by coordinating, supervising, and/or participating in a variety of office operations; perform special projects and assignments as requested.

Compare and verify accuracy between FTCC and NCCCS reports and State/Federal mandated reports.

Prepare and track invoices and maintain files of billings.

Maintain master files of Official College records, copy and distribute materials to appropriate staff.

Attend meetings, as required, providing information and reports and taking minutes of meetings attended and transcribe, as necessary or requested to do so.

Prepare board meeting agenda and packets for monthly board meetings for the appropriate Vice President.

Design and maintain presentations comprising spreadsheets and charts.

Develop, maintain and coordinate the printing of a variety of managerial/financial reports.

Prepare transmittals for receipts as needed.

Assist in registration, receipt student payments in system and related activities.
Type and proofread a wide variety of reports, letters, memos and managerial/statistical charts; independently compose correspondence related to responsibilities assigned.

Perform related duties as assigned.

**IV-14.1.4 Qualifications**

**IV-14.1.4.1 Knowledge of:**

Excel, Word and PowerPoint software packages.

Principles of computer systems and program design.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Data collection and reporting methods and procedures.

English usage, spelling, grammar and punctuation.

Business letter writing and composition, basic report preparation and basic record keeping.

Modern Office procedures, methods, computer and software applications, and electronic communications.

College policies and procedures.

Priorities, goals, and objectives of the College.

**IV-14.1.4.2 Ability to:**

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Establish work priorities and refer work to other appropriate personnel and departments.
Apply basic mathematical and accounting concepts to problem solving.

Write reports and design spreadsheets and slides.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Independently prepare correspondence and memorandums.

Coordinate and/or supervise the work of clerical personnel.

Coordinate meetings and activities involving all areas and functions of the college.

Interpret and apply College policies and procedures.

Work cooperatively with other departments, College officials and outside agencies.

Work independently in the absence of supervision.

**IV-14.1.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in administrative support involving advanced knowledge of a variety of software applications, to include Microsoft Office Suite and an Associate degree in office technology or related field.

**Training:**

An Associate degree from an accredited college in business, Office Administration, or a related field; or equivalent.
**IV-14.2 Administrative Assistant II**

**IV-14.2.1 Definition**

To provide technical expertise and a wide variety of responsible, confidential, and complex administrative assistance to the Senior Vice President or Vice President. To assist in planning, organizing and directing the activities within the appropriate office. To research, collect, analyze and summarize fiscal, managerial, and statistical data. To research data, compile data, design and prepare statistical/data spreadsheets and executive-level reports utilizing the microcomputer system.

**IV-14.2.2 Supervision Received and Exercised**

Receives direction from the appropriate Senior Vice President or Vice President.

Exercises direct supervision over staff as assigned.

**IV-14.2.3 Essential Duties** - Duties may include, but are not limited to, the following:

- Research, collect, compile, and prepare a variety of key managerial and financial related reports utilizing word processing and spreadsheet software applications.

- Review, research and summarize a variety of managerial-level and fiscal, statistical and administrative data; prepare related reports, schedules and calendars.

- Acquire and prorate monthly interest, travel reimbursement rates, and full-time equivalency information utilizing spreadsheet software applications. Screen all requests, purchase requisitions, travel requests, employment recommendations and other administrative requests submitted for accuracy and completeness. Coordinate travel arrangements for executive staff as needed.

- Maintain, balance and reconcile manual records of all operational transactions for all funding and budgetary sources. Will maintain, balance and reconcile manual records of all cash transactions for all fund sources, if working for the VP for Business and Finance.

- Develop and maintain a system for monitoring dues and memberships. Verify, review, coordinate and process all related codes and paperwork and submit such documentation to the Business and Finance representatives for further processing.
Maintain master files of Official College records; copy and distribute materials to appropriate staff. Organize and maintain complex filing systems.

When assigned to the Business and Finance Division will collect data and prepare appropriate journal entries for certifications, interest, and returned checks.

Manage office support functions; coordinate and/or supervise the work activities of secretarial and clerical support staff on projects requiring department or function input; review work for accuracy. Normally, direct supervision will be limited to 1 to 4 subordinates in number.

Maintain a daily calendar of meetings for the Vice President. Responsible for maintaining a key control system within the Office of the Vice President and supported departments. Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail including mail addressed to the Vice President.

Analyze requirements for equipment and supplies; initiate paperwork and monitor receipt of items.

Perform office management functions by coordinating, supervising, and/or participating in a variety of office operations; perform special projects and assignments as requested.

Compare and verify accuracy between FTCC and NCCCS reports and State/Federal mandated reports.

Prepare and track invoices and maintain files of billings.

Maintain master files of Official College records, copy and distribute materials to appropriate staff.

Attend meetings, as required, providing information and reports and taking minutes of meetings attended and transcribe, as necessary or requested to do so.

Prepare board meeting agenda and packets for monthly board meetings for the appropriate Vice President.

Design and maintain presentations comprising spreadsheets and charts.

Develop, maintain and coordinate the printing of a variety of managerial/financial reports.

Prepare transmittals for receipts as needed.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Administrative Assistant II (Continued)

Assist in registration, receipt student payments in system and related activities.

Type and proofread a wide variety of reports, letters, memos and managerial/statistical charts; independently compose correspondence related to responsibilities assigned.

Perform related duties as assigned.

IV-14.2.4 Qualifications

IV-14.2.4.1 Knowledge of:

Excel, Word and PowerPoint software packages.

Principles of computer systems and program design.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Data collection and reporting methods and procedures.

English usage, spelling, grammar and punctuation.

Business letter writing and composition, basic report preparation and basic record keeping.

Modern office procedures, methods, computer and software applications, and electronic communications.

College policies and procedures.

Priorities, goals, and objectives of the College.

IV-14.2.4.2 Ability to:

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Establish work priorities and refer work to other appropriate personnel and departments.
Apply basic mathematical and accounting concepts to problem solving.

Write reports and design spreadsheets and slides.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Independently prepare correspondence and memorandums.

Coordinate and/or supervise the work of clerical personnel.

Coordinate meetings and activities involving all areas and functions of the college.

Interpret and apply College policies and procedures.

Work cooperatively with other departments, College officials and outside agencies.

Work independently in the absence of supervision.

**IV-14.2.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in administrative support involving advanced knowledge of a variety of software applications, to include Microsoft Office Suite and an Associate degree in office technology or related field.

**Training:**

An Associate degree from an accredited college in business, Office Administration, or a related field; or equivalent.
**IV-14.3** Assistant Registrar/Curriculum

**IV-14.3.1 Definition**

To assist in the planning, organization and supervision the College's registration and student records services; to actively participate in registration activities with faculty, staff and other College divisions and departments; and to perform a variety of technical tasks relative to registration.

**IV-14.3.2 Supervision Received and Exercised**

Receives direction from the Registrar/Curriculum.

Exercises technical and functional supervision over clerical staff.

**IV-14.3.3 Essential Duties**- Duties may include, but are not limited to, the following:

Lead and participate in the registration of students for College courses and in the maintenance of student records.

Assist in the coordination and supervision of the registration process including monitoring the registration of students, publication of class schedules, and information dissemination and verification.

Monitor operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; implement policies and procedures.

May provide oversight and monitor all day to day GoArmyEd (GAE) and Service members Opportunity College (SOC) activities.

May lead and participate in the maintenance of an automated registration and student records system (GAE); establish procedures that support service member tuition assistance programs; advise staff in appropriate systems administration and maintenance procedures.

May load or oversee loading of College classes into the GoArmyEd Portal.
Interpret, apply and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Maintain documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Assist in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff as assigned; develop, prepare and present recommendations and reports as requested.

May perform more complex registration issues including determining State residency status of enrolling students and provide counseling to students regarding GAE and SOC requirements and procedures as they pertain to the College.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the selection of staff; provide or participate in staff training; work with employees to correct deficiencies.

Serve as Acting Registrar/Curriculum in the absence of the Registrar/Curriculum.

Schedule the production and distribution of the computer output for the registration and records unit.

Perform related duties as assigned.

IV-14.3.4 Qualifications

IV-14.3.4.1 Knowledge of:

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and performance evaluation.
IV-14.3.4.2 Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Assist in the training, supervision and evaluation of assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Compile and maintain accurate and complete records and reports.

IV-14.3.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience involving student registration and records activities.

Training:

An Associate degree from an accredited college in business administration, records management or a closely related field; or equivalent.
**IV-14.4 Bookstore Assistant**

**IV-14.4.1 Definition**

To perform a wide variety of responsible technical and clerical work in support of the bookstore operations involving primarily the cashiering function; to provide support to students, faculty and administrative staff relative to the location and purchase of textbooks and supplies; and to provide general support to other bookstore staff, as required, to facilitate the smooth operation of the bookstore.

This is the full journey level class within the Bookstore Assistant series. Employees at this level perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions at this level are distinguished from the Senior Bookstore Assistant in that the latter is responsible for overseeing either the purchasing and processing of textbooks and supplies or the receipt, inventory and display of the same. The role of the Bookstore Assistant is more procedural in nature and involves primarily the cashiering function for the Bookstore.

**IV-14.4.2 Supervision Received and Exercised**

Receives general supervision from the Director of Bookstore or Assistant Director of Bookstore.

May provide training and guidance to part-time clerical staff.

**IV-14.4.3 Essential Duties**- Duties may include, but are not limited to, the following:

Provide general support to students, faculty and administrative staff relative to the location and price of textbooks, supplies and related materials within the bookstore.

Assist students, faculty and administrative staff with the purchase of selected items; operate the cash register; process faculty and staff purchase order charges.

Participate in merchandising of bookstore stock in area of responsibility; ensure that books and merchandise are categorized and displayed in an attractive manner to optimize sales.
Process financial aid charge students; ensure purchases fall within scope of financial aid awards; maintain appropriate paperwork.

Balance daily cash receipts; balance and run tapes on all charge tickets.

Work with customers to resolve minor problems and complaints to ensure optimal customer service.

Run approved refunds through the cash register.

Identify and prepare supply orders for restock; submit supply orders to appropriate management staff.

Set up and prepare cash registers for new inventories as appropriate; prepare list of commonly purchased supply items and the respective price for easy reference at the cash register.

Assist in making recommendations and/or modifications that will improve operation of bookstore and provide the best services for customers.

Maintain cleanliness of counters and other work spaces within the bookstore.

Assist students with malfunctioning vending machines; refund lost change; contact responsible vendor to correct malfunction.

Provide general support to other staff within the bookstore as required to ensure the smooth functioning of all activities.

Receive and unload incoming freight; open shipment and verify contents and quantities; complete and maintain receiving forms and records if working in shipping and receiving area.

If working in the warehouse must occasionally lift and/or move up to 75 pounds

Perform related duties as assigned.

IV-14.4.4 Qualifications

IV-14.4.4.1 Knowledge of:

Operational characteristics of a cash register.

Cashier principles and practices in Basic bookkeeping and mathematic principles.
English usage, spelling, grammar and punctuation.

General office methods and practices.

**IV-14.4.4.2 Ability to:**

Operate a cash register with speed and accuracy.

Operate a 10-key calculator.

Balance figures and maintain accurate records.

Interpret and apply bookstore policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Perform a variety of office support work.

**IV-14.4.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of responsible accounting clerical experience involving heavy public contact.

**Training:**

Completion of the twelfth grade, or equivalent.
**IV-14.5 Executive Assistant to the President**

**IV-14.5.1 Definition**

Provide administrative assistance and support to the College President and the Board of Trustees. Assist in the coordination of the general operations of the President’s office.

**IV-14.5.2 Supervision Received and Exercised**

Receives direction from the College President.

Exercises administrative supervision over the Secretary to the President.

**IV-14.5.3 Essential Duties** - Duties may include, but are not limited to, the following:

Perform complex and confidential administrative assistance and support including responding to correspondence of a routine nature for the President and Board of Trustees.

Notify Board members and members of the press of all meetings subject to the Open Meetings Laws.

Assist in preparing the agenda for the Board of Trustees. Attend meetings of the Board of Trustees and the Board’s Standing Committees. Take and transcribe minutes of meetings; prepare and disseminate minutes to appropriate personnel.

Prepare travel requests, make travel arrangements, schedule appointments, and complete Requests for Travel Reimbursement forms for the President and Board of Trustees.

Process and maintain confidential and sensitive information.

Assist the President with routine administrative responsibilities as required. Screen calls and visitors, answer inquiries and respond to requests for information.

Interpret College policies, rules, and regulations, provide information in response to complaints, and/or refer to appropriate personnel.

Act as liaison between the President and students, faculty, staff, Board of Trustees, and general public as required.
Maintain President’s daily schedule and appointment calendar.

Prepare full-time contracts for administrators, faculty and staff.

Attend meetings of the Executive Council; take and transcribe minutes of the meetings and disseminate minutes to appropriate personnel.

Assist in the coordination of events, programs and meetings.

Maintain the permanent record of agendas, minutes and supportive material for the Board of Trustees to be kept in the archives. Maintain and keep the By-Laws for the Board of Trustees current.

Verify the school credit card charges and attach necessary paperwork/receipts for payment.

Provide assistance to the President for Community and State organizations.

Coordinate assignments for the Secretary to the President.

Perform related duties as assigned.

**IV-14.5.4 Qualifications**

**IV-14.5.4.1 Knowledge of:**

College policies and procedures.

English usage, spelling, grammar and punctuation.

Standard administrative and organizational procedures.

Open Meetings Laws, Interpretation and Application.

Basic accounting principles.

**IV-14.5.4.2 Ability to:**

Maintain confidentiality.

Effectively handle simultaneous projects and activities.
Operate computer and other standard office equipment.

Take and transcribe dictation.

Maintain records, documents, and complex filing system.

Communicate effectively, both orally and in writing.

Independently respond to correspondence and requests for information.

Establish and maintain effective working relationship with those contacted in the course of work.

IV-14.5.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly administrative and secretarial experience.

Training:

Completion of the twelfth grade supplemented by specialized secretarial training or equivalent or four years of experience with an Associate Degree in Office Technology or related field. An Associate degree is highly desirable.
IV-14.6 Facility Services Assistant

IV-14.6.1 Definition

Provide assistance, oversee and assume responsibility for support activities within the Facilities Services area of operation.

IV-14.6.2 Supervision Received and Exercised

Receives direction from the Director of Facility Services.

Exercises direct and indirect coordination with staff assigned to Facility Services.

IV-14.6.3 Essential Duties- Duties may include, but are not limited to, the following:

Prepare requests for proposals and specifications for in house contracted projects.

Assist in preparation and monitoring of Plant Operations budget.

Prepare, document, or process construction forms, pay applications and change orders received or initiated by the Facility Services Office.

Collect, compile and prepare a variety of reports and schedules.

Coordinate department timesheets.

Review, research and summarize a variety of facilities services data; prepare related reports, schedules, forms, and calendars.

Maintain master files of Facility Services records; copy and distribute materials to appropriate staff or outside organizations.

Process and maintain confidential and sensitive information.
Analyze requirements for equipment and supplies for the Director, Housekeeping, Maintenance and Grounds, assist with procurement and monitor receipt of items.

Assist in screening, evaluating and interviewing potential staff as required.

Conduct training and maintain database for computerized maintenance management and scheduling software.

Prepare travel requests/forms.

Reserve College vehicles and facility rooms.

Prepare requests for supplies and E-procurement orders.

Prepare end-of-year reports and WeaveEngaged® input.

Coordinate with and serve as liaison with outside contractors, vendors, city staff, State Construction Office, and other outside organizations.

Assist with facility inventories.

Coordinate College facility moves.

Coordinate assignments for Plant Operation Staff.

Act as a liaison between faculty, staff, administration, and outside organizations in carrying out assigned functions.

Perform duties as assigned.

**IV-14.6.4 Qualifications**

**IV-14.6.4.1 Knowledge of:**

Word Processing, Excel, CMMS and Communication Software Packages.

General construction terminology, materials and maintenance routines.

Data collection, reporting methods and procedures.

English usage, spelling, grammar, and punctuation.

Modern office operations, methods, procedures and equipment.
Standard administrative and organizational procedures.

Priorities, goals, and objectives of the College.

**IV-14.6.4.2 Ability to:**

Effectively handle and coordinate simultaneous projects and activities.

Prepare reports and spreadsheets.

Maintain records, documents, and complex filing systems.

Communicate clearly and concisely, both orally and in writing.

Independently respond to correspondence and requests for information.

Interpret and apply College policies and procedures.

Work cooperatively and cohesively with other departments, College officials and outside agencies.

Work independently in the absence of supervisor.

**IV-14.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in administrative support involving advanced knowledge of a variety of microcomputer software applications, heavy public contact and significant coordination responsibilities.

**Training:**

An Associate Degree from an accredited college in business or a related field.

**License and Certificate:**
You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
**IV-14.7** Library Assistant

**IV-14.7.1 Definition**

To perform a wide variety of technical and clerical library work in support of activities such as circulation, reference services, serials, and technical services.

This is the full journey level class within the Library Assistant series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Library Assistant in that the latter is responsible for coordinating and directing a library support function such as circulation, technical services, or serials.

**IV-14.7.2 Supervision Received and Exercised**

Receives general supervision from the Director of Library Services and Student Learning Center and functional supervision from assigned Librarian or Senior Library Assistant.

Exercises supervision as needed over evening work study students.

**IV-14.7.3 Essential Duties**- Duties may include, but are not limited to, the following:

Respond to requests for information; assist patrons in locating materials.

Process both outgoing and incoming library materials; maintain appropriate records and files to ensure proper inventory of the College’s collection.

Interpret and apply established Library policies; provide direct assistance to patrons in person and on the telephone.

Process new and updated publications into the collection; replace outdated issues with current issues; pull periodicals when replaced by microfilm shipment or bindery shipment.

Handle requests for unbound periodicals; pull periodicals from hanging files.

Assist with inventory and collecting circulation statistics.
Provide telephone reception; refer calls to appropriate functions; provide general Library information.

Notify both students and faculty when CCLINC and/or OCLC materials are available for checkout.

Collect fines and lost book fees from students.

Assist students, faculty, staff and other patrons in selecting and using microfilm and audio-visual equipment.

Coordinate with media services regarding the circulation of video materials.

Assist in the processing and maintenance of library materials, serials, equipment and supplies.

Process newly cataloged materials.

Process request for books and articles through interlibrary loan.

Search for cataloging information and prepare book order cards for requested acquisitions.

Compile statistics and data; prepare summary reports and lists.

Circulate supply request sheets to assist with ordering supplies.

Maintain various manual and computerized files and records; enter information into computerized data base; update and revise as required.

Prepare new book orders from book order cards.

Must be able to stand and walk.

Is able to hear audible equipment (phone, emergency exit, security gate, etc.) indicators and verbal communications in the environment.

Must move objects weighing in excess of 50 pounds over a distance greater than 80 feet.

Required to sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms and demonstrate flexibility.

Must be able to lift and/or move up to 25 pounds.
Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes to the environment.

Must be able to retrieve materials from the Book Drop.

Must have balance and coordination to use step stool and ladder.

Must have a good command of the English language.

Other duties as assigned.

**IV-14.7.4 Qualifications**

**IV-14.7.4.1 Knowledge of:**

- General library procedures and services provided to faculty and students.
- Modern office methods, practices and procedures.
- Basic arithmetic principles.
- English usage, grammar, spelling and punctuation.
- Computers and related peripheral equipment.
- Microsoft Office.

**IV-14.7.4.2 Ability to:**

- Perform a variety of technical and clerical library work with speed and accuracy.
- Assist patrons in the location and use of library materials.
- Operate a computer and other common office machines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
IV-14.7.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of general clerical experience, preferably within a library setting.

**Training:**

Completion of the twelfth grade, or equivalent.
IV-14.8 Military/Veterans Services Assistant

IV-14.8.1 Definition

To perform complex and varied technical work related to providing student assistance in the Fort Bragg Office or Veterans Services Office; to provide information to students, faculty, and staff on military/veterans programs and services; and to act as a certifying official for veterans educational benefit programs.

IV-14.8.2 Supervision Received and Exercised

Receives general supervision from management, administrative, or professional staff.

May exercise technical supervision over part-time clerical staff or work-study students.

IV-14.8.3 Essential Duties- Duties may include, but are not limited to, the following:

Greet visitors; respond to informational requests on programs and services; answer telephones; receive and route mail.

Perform duties in a manner that represents exemplary customer service both to the public as well as College faculty and staff.

Participate in student admissions and registration activities, both on and off-campus; provide information and assistance to students regarding the admissions process, registration process, financial aid eligibility, forms, deadlines, requirements and graduation process.

Inform and explain College policies and procedures to students and general public.

Response to difficult request for information and act as liaison to Other College departments and divisions.

Participate in the researching of complex problems and discrepancies in records, transcripts, and course schedules.

Prepare weekly, monthly and term class, enrollment, and attendance reports.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Military/Veterans Services Assistant (Continued)

Provide counseling to potential students, advising them of school, VA and state requirements for the use of the GI bill.

Maintain technical expertise of VA and state regulations to include reviews and updates of changes as they pertain to certification of veterans.

Process compliance checks through file reviews and initiate corrections/changes.

Participate in Compliance Survey by VA and supervisory visits by State Approving Agency.

Assist in catalog approval process for State Approving Agency.

Attend professional development, meetings, and conferences when appropriate.

Maintain regular communications and coordination with the College’s Business Office to insure accurate reporting and reimbursement of eligible Post-9/11 G.I. Bill tuition and fees from applicable State/Federal VA funding sources.

Prepare and disseminate routine announcements/correspondence to military and veteran students.

Review and suggest changes or corrections in policy to ensure state and VA compliance.

Advise military and veterans on educational benefits and services available; assist military and veterans in securing benefits.

Assist in the development and maintenance of efficient and reliable data management systems.

Maintain knowledge of PRIME programs as they pertain to Veterans Services Office functions.

Perform related duties as assigned.

IV-14.8.4 Qualifications

IV-14.8.4.1 Knowledge of:

Federal and state laws as they pertain to the certification of veteran students.

The various chapters of educational benefits under VA and to which students they will apply.
Operational characteristics of computers and related equipment.

Office procedures and methods.

Information sources available.

Business letter writing and English usage, spelling, grammar and punctuation.

**IV-14.8.4.2 Ability to:**

Perform responsible technical and clerical work.

Interpret and apply policies and procedures and make suggestions for improved processes.

Use standard office equipment including typewriter, telephone system, and computer equipment.

Demonstrate effective communication skills both orally and writing.

Understand and carry out written and oral instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Work cooperatively with other department, divisions, and officials of the college and Veterans Administration.

Work independently in the absence of immediate supervisor.

**IV-14.8.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of responsible clerical work including military experience.

**Training:**
Minimum: Completion of the twelfth grade, including or supplemented by specialized clerical and office procedures course work; or equivalent.

Preferred: An Associate degree from an accredited college in a business-related field, or equivalent 2 years work experience providing counseling services and support military and/or veterans.
IV-14.9 Public Relations and Marketing Assistant

IV-14.9.1 Definition

To perform responsible administrative duties in support of the College's public relations program including the composition and layout of a variety of internal and external publications and announcements; to assume significant responsibility for coordinating major activities, functions and programs; and to perform administrative and clerical tasks in support of assigned activities.

IV-14.9.2 Supervision Received and Exercised

Receives direction from the Executive Director for Marketing and Public Relations.

Exercises no supervision.

IV-14.9.3 Essential Duties- Duties may include, but are not limited to, the following:

Coordinate a variety of community relations functions, activities and publications with faculty, College administrative staff and outside organizations.

Act as a liaison among faculty, administrative personnel, and/or outside organizations in the carrying out of assigned functions.

Compose, layout, edit, and produce a variety of internal and external communications including news releases, announcements, newsletters and bulletins.

Prepare and place College advertising, in print, online and digital media, radio, and television for five registration periods. The advertising executions include but are not limited to 1) Time Warner cable television; 2) seven digital billboards with 24 rotating advertisements; 3) radio ads on top seven stations in the market; 4) print advertising with The Fayetteville Observer (front page sticky notes, FO website, and eight annual supplements); 5) print advertising with the Paraglide; 6) Bi-weekly ads and articles in Up & Coming Weekly; 7) FTCC marquee program and event ads; 8) Fort Bragg LED Screen ads; 9) Digital marketing ads with The Fayetteville Observer, (10) outside publications such as Business North Carolina, GI Military Jobs, Our State.

Solicit quotes and prepares Supply Requests for all College advertising and placement.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Public Relations and Marketing Assistant (Continued)

Edit and coordinate placement of bi-weekly articles in Up & Coming Weekly.


Review and approve all invoices for advertising expenses placed by the Human Resources Division in The Fayetteville Observer and other publications.

Review for approval all invoices related to advertising; work closely with vendors to discuss and resolve billing discrepancies related to advertising costs and resolve advertising concerns.

Select photographs for rotation on the College website and works closely with webmaster for posting.

Maintain the campus events online calendar and the executive council online calendar.

Coordinate with faculty, administrative staff, photographers and others the scheduling of a variety of College publications including catalogs, schedules, bulletins, brochures and various other marketing materials.

Establish time lines and schedules to complete publications and brochures within a given time frame; coordinate schedules and deadlines with faculty and other involved parties; follow up to ensure that necessary articles, course offerings and narratives are received in a timely manner.

Work closely with the Office of the President to coordinate large corporate events, programs and meetings including ordering food, coordinating facilities, preparing materials and agendas, and notifying members and guests.

Upon request, prepare letters, invitations, and thank you notes for the Office of the President.

Work closely with the Office of the President to fulfill and coordinate activities related to sponsorship requests.

Prepare the President's Report for use with the Board of Trustees Books for monthly board meetings. Handles the monthly personal telephone reminder notification calls for Board members on Board meeting days. Assist in the Board Room meeting and luncheon setup.

Assist the Foundation Office as requested with their special events and Board meetings.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Public Relations and Marketing Assistant (Continued)

Provide general information to the public, students, faculty, and outside organizations on assigned activities.

Perform administrative and clerical tasks in support of assigned activities including updating files and documents, processing forms and requests for information, and preparing and distributing correspondence.

**IV-14.9.4 Qualifications**

**IV-14.9.4.1 Knowledge of:**

Standard administrative and organizational procedures.

General concepts and methods of marketing and public relations.

Modern office methods, practices and procedures.

English usage, spelling, grammar and punctuation.

**IV-14.9.4.2 Ability to:**

Effectively handle and coordinate simultaneous projects and activities.

Compose effective written materials and publications.

Coordinate a variety of details with different organizations, groups and staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare informational and statistical reports.

Operate a personal computer to include word processing, desktop publishing, e-mail, and other applications.

Type at a speed necessary for adequate job performance.

**IV-14.9.4.3 Experience and Training Guidelines**
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Public Relations and Marketing Assistant (Continued)

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible administrative and staff support work involving heavy public contact and significant coordination responsibilities.

**Training:**

A Bachelor’s degree from an accredited college or university supplemented by specialized training in the areas of design, layout, journalism, communications or a closely related field; or equivalent.
**IV-14.10  Senior Bookstore Assistant**

**IV-14.10.1  Definition**

To perform responsible support activities within the bookstore operation involving either the purchasing, display and sale of textbooks and student supplies or the receipt, pricing, and inventory maintenance of textbooks and student supplies; to assist in planning and supervising the development and administration of the College Bookstore; and to perform a variety of technical tasks relative to assigned area of responsibility.

This is the advanced journey level class in the Bookstore Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including overseeing and coordinating a major activity within the bookstore, auditing and verifying records and merchandise, and providing responsible assistance to the Director of Bookstore or Assistant Director of Bookstore related to the ongoing administration of the bookstore. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

**IV-14.10.2  Supervision Received and Exercised**

Receives direction from the Director of Bookstore or Assistant Director of Bookstore.

Exercises a leadership role over technical and clerical full time and part-time staff assigned to the bookstore.

**IV-14.10.3  Essential Duties**- Duties may include, but are not limited to, the following:

- Plan, prioritize, assign and supervise the work of full and part-time staff in the operational and financial activities of the campus and satellite bookstores.

- Maintain updates on Course work and Book log computer software.

- Participate in the development, planning and implementation of goals and objectives as well as policies and procedures necessary to provide Bookstore services to College students and staff.
Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Schedule, maintain and train as necessary for buyback.

Coordinate the distribution and/or sales activities of the College Bookstore; develop employee schedules taking into account hours of operation and customer traffic patterns; ensure optimal customer service; resolve customer problems and complaints.

Review and make recommendations for area of work improvements, for policies and procedures.

Place orders for textbooks and student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services to the College and assist in implementing policies and procedures.

Participate and recommend in the interview and hiring of part-time temp staff to assist during registration.

Meet and confer with sales representatives as assigned; compare costs and evaluate the quality and suitability of textbooks and student supplies; identify for review by the Director of Bookstore or Assistant Director of Bookstore and purchase merchandise which fulfills the goals and objectives of the College Bookstore.

Research titles for the most current editions, price, publisher ordering policy, and availability of text; select appropriate vendors; determine most effective method of placing orders.

Coordinate bookstore activities with faculty, administrative staff and other College departments to ensure that textbooks and supplies carried meet the academic needs of the student population.

Coordinate with academic departments the textbook and special book request orders for each class scheduled by the College or satellite campuses.

Keep abreast of FA Link and reports and ensure system is working properly.

Participate in and coordinate the merchandising of Bookstore stock in assigned area of responsibility; ensure that books and other merchandise are categorized
and displayed in an attractive and appropriate manner which optimizes Bookstore sales.

Coordinate ordering and processing of textbooks and student supplies; negotiate and review purchase or return agreements; direct and participate in pricing materials and supplies.

Coordinate purchasing with bookstore warehouse operations; ensure that adequate inventory levels are maintained; follow-up on outstanding and back ordered merchandise; investigate shipping discrepancies.

Oversee and participate in the development of the bookstore’s work plan; assign work activities, projects and programs; monitor work flow; review and evaluate methods and procedures.

Process the return of unsold merchandise and textbooks; track and record sales activities for specific merchandise; ensure that credit is awarded by vendor receiving returned merchandise.

Ensure that merchandise is stored in an organized and appropriate manner and that appropriate inventory records are maintained.

Participate as a member of the Bookstore management team; research and prepare detailed recommendations and reports on a variety of Bookstore management topics.

If working in the warehouse must occasionally lift and/or move up to 75 pounds.

Perform related duties as assigned.

**IV-14.10.4 Qualifications**

**IV-14.10.4.1 Knowledge of:**

Operational characteristic of a computer.

Purchasing practices and methods, particularly as they relate to bookstore services.

Warehousing and inventory control practices and methods.

Principles and practices of record keeping.

Modern office methods, practices and procedures.
Applicable College regulations, practices and policies.

**IV-14.10.4.2 Ability to:**

Effectively oversee and participate in purchasing, merchandising and/or warehousing activities within the bookstore.

Effectively purchase a variety of professional reference publications, textbooks, and other Bookstore merchandise.

Evaluate the buying patterns involved in the retailing of professional publications, textbooks and other bookstore merchandise.

Maintain appropriate inventory levels of textbooks and supplies.

Interpret and apply College policies, procedures, rules and regulations.

Train and supervise part-time, temporary staff.

Communicate clearly and concisely, both orally and in writing.

Establish effective working relationships with College employees, students, vendors and the general public.

**IV-14.10.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of progressively responsible warehousing, accounting clerical and/or purchasing experience, preferably within a bookstore setting.

**Training:**

Completion of the twelfth grade supplemented by general office training; or equivalent.
**IV-14.11 Senior Library Assistant**

**IV-14.11.1 Definition**

To coordinate, direct and participate in a major support activity of the library such as circulation, technical services or serials; and to perform a wide variety of highly complex technical and clerical library work related to assigned activities.

This is the advanced journey level class in the Library Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including coordinating and directing assigned support activities and performing highly complex, multifaceted duties related to assigned area of responsibility.

**IV-14.11.2 Supervision Received and Exercised**

Receives direction from the Director of Library Services and Student Learning Center and functional supervision from assigned Librarian.

Exercises technical and functional supervision over assigned library and student assistants.

**IV-14.11.3 Essential Duties** - Duties may include, but are not limited to, the following:

Coordinate, participate and direct assigned support activities including circulation, technical services or serials.

Train, assign and review the work of assigned library and student assistants; insure that proper policies and procedures are followed and maintained.

Respond to and handle the most complex issues and problems within the work unit.

Compile statistics and data; prepare summary reports and lists.

Develop and organize special projects for assigned staff; assist staff with special project and research work.
Maintain various manual and computerized files and records; enter information into computerized data base; update and revise as required.

In addition, when assigned to Circulation:

Oversee the work of assigned library and student staff.

Provide direct assistance to patrons in person and on the phone regarding directional, location, and routine reference help.

Oversee the collection of fine and copier monies.

Deposit monies with Office of Business and Finance.

Maintain “Reserves” collection.

Assist students with questions regarding computer use such as login procedures, and accessing NCLive both off and on campus.

Interpret and apply Library policies.

Print and send out overdue notices.

Bill student accounts for lost and late materials, maintain records and statistics of lost material.

Resolve patron complaints regarding disputed fines and other Library charges; adjust account if necessary.

When assigned to Technical Services:

Oversee the work of assigned library and student staff.

Receive new books into collection including unpacking, accessing, and checking packing lists and invoices.

Monitor accuracy and completeness of shipments; claim incomplete orders.

Process direct order books from the publishers.

Catalog books through the use of library software for addition to library’s collection.

Process books to be discarded and revise title information in automated catalog and organize discarded books for yearly book sale.

Compile cataloging statistics for added and withdrawn books.
When assigned to Serials:

Oversee the work of assigned library and student staff.

Maintain the Library’s serials collection including magazines, newspapers, supplements, loose-leaf, microfilm and microfiche.

Follow up with publishers regarding delinquent periodicals; maintain records of correspondence.

Check in, process, file, and reshel all periodicals and supplements.

Circulate and route periodicals.

Must be able to stand and walk.

Is able to hear audible equipment (phone, emergency exit, security gate, etc.) indicators and verbal communications in the environment.

Must move objects weighing in excess of 50 pounds over a distance greater than 80 feet.

Required to sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms and demonstrate flexibility.

Must be able to lift and/or move up to 25 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, and depth perception; and focus adjustment to differentiate light/color intensity and evaluate perceivable changes to the environment.

Must be able to retrieve materials from the Book Drop.

Must have balance and coordination to use step stool and ladder.

Must have a good command of the English language.

Perform related duties as assigned.

IV-14.11.4 Qualifications

IV-14.11.4.1 Knowledge of:
Standard library procedures including circulation and acquisitions processing.

Modern office methods, practices and procedures.

Basic arithmetic and accounting principles.

English usage, grammar, spelling and punctuation.

Computers and related peripheral equipment.

Microsoft Office.

**IV-14.11.4.2 Ability to:**

Perform a variety of advanced technical and clerical library work with speed and accuracy.

Direct the activities of the library support function to which assigned.

Assist patrons in the location of library materials.

Supervise and train part-time staff and student assistants.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-14.11.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of increasingly responsible experience in the area of technical library and circulation services to which assigned.

**Training:**

Completion of the twelfth grade supplemented by general office training; or equivalent.
IV-15  Clerical and Secretarial

CLERICAL AND SECRETARIAL
IV-15.1 Administrative Secretary

IV-15.1.1 Definition

To perform a wide variety of responsible and complex secretarial, clerical and routine administrative duties for a Dean or senior level College management staff member.

IV-15.1.2 Supervision Received and Exercised

Receives direction from an Academic Dean or other senior level college administrator.

May exercise technical and functional supervision over assigned clerical staff.

IV-15.1.3 Essential Duties- Duties may include, but are not limited to, the following:

Prepare and proofread a wide variety of reports, letters, memos and statistical charts; independently compose correspondence related to responsibilities assigned.

Participate in the duties relating to administration of a division; may assist in preparing comprehensive reports, preparing minutes of meetings, compiling annual budget requests and recommending expenditure requests for designated accounts.

Manage office support functions; coordinate the work activities of secretarial and clerical support staff on projects requiring division-wide input; review work for accuracy.

Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; monitor budget as assigned; recommend improvements in work flow, procedures and use of equipment and forms.

Coordinate and participate in a variety of office operations; perform special projects and assignments as requested.
Maintain calendars of activities, meetings and various events; coordinate activities with other divisions, departments, the public and outside agencies.

Organize and maintain complex filing systems.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Correspond and distribute information and files on the College's networking system.

Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing as needed.

May take minutes of meetings attended and transcribe as necessary.

Coordinate travel arrangements for assigned management staff as needed.

Perform related duties as assigned.

**IV-15.1.4 Qualifications**

**IV-15.1.4.1 Knowledge of:**

- English usage, spelling, grammar and punctuation.
- Office procedures, methods and computer.
- Software applications and electronic communications.
- Business letter writing and basic report preparation.
- Basic financial record keeping.
- Principles and procedures of basic record keeping.
- College policies and procedures relating to assigned area.

**IV-15.1.4.2 Ability to:**

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and office policies and procedures.

Independently prepare correspondence and memorandums.

Type at a speed necessary for successful job performance.

Operate a computer and other standard office equipment.

Direct and train assigned personnel.

Work independently in the absence of supervision.

Work cooperatively with other departments, College officials and outside agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

**IV-15.1.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of secretarial experience and an Associate degree in office technology or related field.

**Training:**

An Associate degree from an accredited college with a concentration in Office Administration or related field.
**IV-15.2 Executive Secretary**

**IV-15.2.1 Definition**

To perform a wide variety of responsible, confidential and complex secretarial, administrative and clerical duties for an Associate Vice President.

**IV-15.2.2 Supervision Received and Exercised**

Receives direction from an Associate Vice President.

May exercise technical and functional supervision over lower level clerical staff.

**IV-15.2.3 Essential Duties** - Duties may include, but are not limited to, the following:

Review, research and summarize a variety of fiscal, statistical and administrative information; prepare related reports, schedules and calendars.

Maintain master files of official College records; copy and distribute materials to appropriate staff.

Provide secretarial support to a variety of College-wide committees; schedule and arrange meetings; prepare meeting agendas; take and transcribe minutes.

Screen all requests, purchase requisitions, travel requests, employment recommendations and other administrative requests submitted for accuracy and completeness.

Type and proofread a wide variety of reports, letters, memos and statistical charts; independently compose correspondence related to responsibilities assigned.

Manage office support functions; coordinate the work activities of secretarial and clerical support staff on projects requiring department or function input; review work for accuracy.

Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; recommend improvements in work flow, procedures and use of equipment and forms.
Coordinate and participate in a variety of office operations; perform special projects and assignments as requested.

Maintain official College and employee calendars of deadlines, holidays, activities, meetings and various events; coordinate activities with departments, the public and outside agencies.

Maintain appropriate files on College's networking system; correspond and distribute information and files using College's networking system.

Organize and maintain complex filing systems.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Take minutes of meetings attended and transcribe as necessary.

Coordinate travel arrangements for executive staff as needed.

Perform related duties as assigned.

**IV-15.2.4 Qualifications**

**IV-15.2.4.1 Knowledge of:**

English usage, spelling, grammar and punctuation.

Office procedures, methods, computer and software applications, and electronic communications.

Business letter writing and basic report preparation.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Principles and procedures of basic record keeping.

College policies and procedures.

**IV-15.2.4.2 Ability to:**

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Coordinate meetings and activities involving all areas and functions of the College.

Interpret and apply College policies and procedures.

Independently prepare correspondence and memorandums.

Take and transcribe minutes/correspondence at a rate necessary for successful job performance.

Establish work priorities and refer work to other appropriate personnel and departments.

Type at a speed necessary for successful job performance.

Operate a computer and other standard office equipment.

Coordinate the work of other clerical personnel.

Work independently in the absence of supervision.

Work cooperatively with other departments, College officials and outside agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-15.2.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience and an Associate degree in office technology or related field.

Training:
An Associate degree from an accredited college with a concentration in Office Administration or related field.
**IV-15.3 Mail Distribution Clerk**

**IV-15.3.1 Definition**

To process incoming and outgoing College mail; to pick up and deliver mail from the United States Post Office; and to perform a variety of general clerical and support functions.

**IV-15.3.2 Supervision Received and Exercised**

Received general supervision from the Director of Facility Services.

Exercises no supervision.

**IV-15.3.3 Essential Duties** - Duties may include, but are not limited to, the following:

Prepare, examine, weigh, and affix postage to outgoing mail.

Pick up and deliver mail to the United States Postal Service.

Sort and distribute incoming and interdepartmental mail.

Provide information and assistance to College faculty and staff on mailing and shipping requirements and procedures.

Maintain orderliness and cleanliness of mail room.

Prepare and maintain a variety of records related to mailing, postage, and shipping.

Drive delivery van to pick up and deliver mail.

Serve as campus courier as assigned.

Assist in general plant and facilities operations as assigned.

Perform related duties as assigned.
IV-15.3.4 Qualifications

IV-15.3.4.1 Knowledge of:

U.S. Postal Service rules, regulations and procedures.

Policies and procedures of private mail and shipping services such as UPS, Federal Express, etc.

Operation of standard postal processing equipment.

Operation of computers and other standard office equipment.

Basic mathematic principles.

IV-15.3.4.2 Ability to:

Process and distribute a large quantity of mail quickly and accurately.

Keep accurate records and make basic arithmetic calculations.

Learn the locations of various College offices, departments, divisions, and programs.

Drive a delivery van.

Perform moderately heavy manual work including lifting and moving heavy objects, supplies and mail.

Must be able to lift up to 100 lbs.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow both oral and written instructions.

IV-15.3.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:
Experience:

One year of experience working in a mail or shipping and receiving operation.

Training:

Completion of the twelfth grade, or equivalent.

License or Certificate:

Possession of or ability to obtain, a valid, appropriate North Carolina driver’s license. You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years. Must have a good driving record.
**IV-15.4 Paralegal/Executive Secretary**

**IV-15.4.1 Definition**

To perform legal research and a wide variety of responsible, confidential and complex legal secretarial, administrative and clerical duties for a Vice President, Associate Vice President or Assistant to the President.

**IV-15.4.2 Supervision Received and Exercised**

Receives direction from the Vice President for Legal Services and Risk Management.

May exercise technical and functional supervision over lower level clerical staff.

**IV-15.4.3 Essential Duties**- Duties may include, but are not limited to, the following:

Conduct legal research and prepare legal memoranda dealing with a variety of issues, including contracts, real estate, constitutional law, educational law, business law, and other areas of law.

Maintain and understand college insurance documents. File reports with insurance company. Provide assistance in coordinating insurance and other risk management services of the office.

Review, research and summarize a variety of legal, fiscal, statistical and administrative information; prepare related reports, schedules and calendars.

Gather College documents and other materials in response to subpoenas and prepare response in accordance with the Rules of Civil Procedures and other state and federal laws.

Maintain master files of official confidential College records; copy and distribute materials to appropriate staff.

Provide secretarial support to a variety of College-wide committees; schedule and arrange meetings; prepare meeting agendas; take and transcribe minutes.

Screen all requests, purchase requisitions, travel requests, employment recommendations and other administrative requests submitted for accuracy and completeness.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Paralegal/Executive Secretary (Continued)

Type and proofread a wide variety of documents, reports, letters, memos and statistical charts related to the practice of law and to operation of a legal office. Ensure that citations in legal documents conform to “Blue Book” requirements. Independently compose correspondence related to responsibilities assigned.

Manage office support functions; coordinate the work activities of secretarial and clerical support staff on projects requiring department or function input; review work for accuracy.

Screen office visitors and telephone callers; respond to complaints and requests for information on laws, regulations, policies, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail.

Assist in the development and maintenance of legal services website.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; recommend improvements in work flow, procedures and use of equipment and forms.

Coordinate and participate in a variety of office operations; perform special projects and assignments as requested.

Maintain official College and employee calendars of deadlines, holidays, activities, meetings and various events; coordinate activities with departments, the public and outside agencies.

Maintain appropriate files on College’s networking system; correspond and distribute information and files using College’s networking system.

Organize and maintain complex filing systems.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Take minutes of meetings attended and transcribe as necessary.

Coordinate travel arrangements for executive staff as needed.

Perform related duties as assigned.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Paralegal/Executive Secretary (Continued)

IV-15.4.4 Qualifications

IV-15.4.4.1 Knowledge of:

Legal concepts, terminology, and processes

English usage, spelling, grammar, punctuation and proper formatting of legal citations.

Office procedures, methods, computer and software applications, electronic communications, and internet-based commercial legal research products.

Business and legal letter writing and basic report preparation.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Principles and procedures of basic record keeping.

College policies and procedures.

IV-15.4.4.2 Ability to:

Independently conduct legal research through internet-based search engines, law libraries, or other available resources.

Understand basic legal processes and basic legal concepts in the areas of business law, employment law, constitutional law, and educational law.

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Coordinate meetings and activities involving all areas and functions of the College.

Interpret and apply College policies and procedures. Recommend improvements in policies and procedures.
Independently prepare correspondence and memorandums in both a general office setting and in a legal setting.

Take and transcribe minutes/correspondence at a rate necessary for successful job performance.

Establish work priorities and refer work to other appropriate personnel and departments.

Type at a speed necessary for successful job performance.

Operate a computer and other standard office equipment.

Coordinate the work of other clerical personnel.

Work independently in the absence of supervision.

Work cooperatively with other departments, College officials and outside agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

**IV-15.4.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience in a legal office or related environment and an Associate degree in Paralegal Technology.

**Training:**

An Associate degree from an accredited college with a concentration in Paralegal Technology or related field.
IV-15.5  Records Clerk

IV-15.5.1  Definition

To perform varied clerical tasks in support of the office to which assigned, and to provide this information to students and/or the general public.

IV-15.5.2  Supervision Received and Exercised

Receives general supervision from management, administrative, or professional staff.

May exercise technical supervision over part-time clerical staff or work-study students.

IV-15.5.3  Essential Duties- Duties may include, but are not limited to, the following:

Participate in student registration activities, both on and off-campus; provide information and assistance to students regarding the registration process, financial aid eligibility, forms, deadlines, and requirements.

Participate in the researching of complex problems and discrepancies in records, transcripts, and course schedules.

Prepare weekly, monthly and term class, enrollment, and attendance reports.

Explain College policies and procedures relating to the office to which it is assigned to College staff, students and/or the general public.

Review and evaluate completeness of files and records; request information as needed.

Respond to difficult requests for information and act as liaison to other College departments and divisions.

Perform special projects and assignments as needed.

Compose and type routine office correspondence, memoranda, and statistical reports.
Perform related duties as assigned.

**IV-15.5.4 Qualifications**

**IV-15.5.4.1 Knowledge of:**

College policies, procedures, rules, and regulations pertaining to records maintenance.

Modern office procedures, methods, practices, and computer equipment.

Record keeping principles and procedures.

Laws, rules and regulations pertaining to the maintenance of student records and the release of confidential information.

English usage, grammar, spelling, and punctuation.

**IV-15.5.4.2 Ability to:**

Understand and carry out written and oral instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Type at a speed necessary for successful job performance.

Operate standard office machines such as typewriters, adding machines, photocopy machines, computer terminals, and scanners.

**IV-15.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of general clerical experience.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

Records Clerk (Continued)

**Training:**

Completion of a twelfth grade education, including or supplemented by specialized clerical and office procedures course work; or equivalent.
IV-15.6 Secretary I

IV-15.6.1 Definition

To perform a wide variety of responsible clerical work in support of the office to which assigned; to provide clerical support to assigned faculty and staff including word processing, filing, and record keeping; and to provide general information and assistance to students and the public regarding office policies and procedures.

This is the entry level class within the Secretarial series. Employees at this level perform the more routine clerical and general office work requiring only limited prior experience. Assigned tasks are generally performed in support of multiple assigned faculty or staff members, under general supervision. Positions at this level are distinguished from the Secretary II by the more limited scope of functional responsibility and more emphasis on general clerical duties such as word processing, filing, and telephone answering.

IV-15.6.2 Supervision Received and Exercised

Receives general supervision from management, administrative, professional or secretarial staff.

May exercise technical supervision over part-time clerical staff or work-study students.

IV-15.6.3 Essential Duties- Duties may include, but are not limited to, the following:

Act as a receptionist; answer the telephone and wait on students and the general public, providing information on office policies and procedures as required.

Provide routine clerical support to faculty and/or staff; produce/type tests, reports, memos and letters; operate photocopy equipment.

Type, proofread, and process and proofread a variety of documents including general correspondence, memos and statistical charts from rough draft, Dictaphone recordings or verbal instruction.

Receive, sort and distribute incoming and outgoing correspondence.

Perform general office support functions including typing, filing, appointment scheduling, duplications, and processing forms and paperwork.
Operate standard office equipment including a computer, typewriter, adding machine, and photocopier.

Correspond and distribute information and files using the College’s networking system.

Perform related duties as assigned based on office location.

**IV-15.6.4 Qualifications**

**IV-15.6.4.1 Knowledge of:**

English usage, spelling, grammar and punctuation.

Office methods and practices, including filing systems, record maintenance, and letter and report writing.

Standard office equipment and computers.

Software applications and electronic communications.

**IV-15.6.4.2 Ability to:**

Type at a speed necessary for adequate job performance.

Perform a variety of general clerical work.

Operate a computer and other office equipment.

Interpret and apply office policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

**IV-15.6.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
One year of responsible clerical experience or an Associate degree in office technology or related field.

**Training:**

Completion of the twelfth grade supplemented by specialized secretarial training or equivalent. An Associate degree is desirable.
**IV-15.7 Secretary II**

**IV-15.7.1 Definition**

To perform a variety of complex and responsible clerical duties for assigned area of responsibility; to provide a variety of detailed information to students, faculty and staff; to maintain complex and detailed records and files related to assigned area of responsibility; and to assist staff in research, data analysis, and special projects.

This is the journey level class in the Secretarial series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the full range of general office and clerical duties assigned to classes within the series including providing detailed information to students, faculty and staff, maintaining complex records and files, typing memoranda and correspondence, and performing difficult research and problem-solving work. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

**IV-15.7.2 Supervision Received and Exercised**

Receives general supervision from administrative, professional and technical staff.

May exercise technical supervision over part-time clerical staff or work-study students.

**IV-15.7.3 Essential Duties** - Duties may include, but are not limited to, the following:

Type, process and proofread a variety of reports, letters, memoranda, and statistical charts; type from rough draft.

Perform routine and complex general clerical work including filing, scheduling appointments, duplication, and processing of information, including statistical analyses of a variety of research topics.

Research complex problems and discrepancies in records, applications, transcripts, and institutional web pages.

Confer with other departments to coordinate events, programs, and schedules; assist in the coordination of luncheons, meetings, conferences, and data collection efforts.
Respond to complaints and requests for information on College and department policies, rules, procedures, and web pages.

Operate a variety of standard office equipment including a computer, scanners, and copier equipment.

Correspond and distribute information and files using the College’s networking system.

Assist with registration and other customer service activities at centers and other off-campus and on-campus locations.

Verify time sheets.

Create and maintain office document control procedures that comply with the FTCC Writing Style Guide including use of the FTCC file naming convention for documents.

Prepare required documentation for curricular and continued education courses to include: contracts, public service agreements, work orders, audio-visual requests, room requests, and purchase orders for supplies, equipment, and textbooks.

Prepare and type brochures, flyers, handouts, and institutional web pages for general marketing purposes.

Prepare class registration materials for records and registration office to include cover sheets, data forms and group receipts.

Assist in preparing and maintaining special reports and budget information for internal and external groups, agencies and organizations.

Perform related duties as assigned.

**IV-15.7.4 Qualifications**

**IV-15.7.4.1 Knowledge of:**

Document control principles and procedures.

Laws, rules and regulations pertaining to assigned area of responsibility including releasing confidential student information and processing mail.

English usage, grammar, spelling and punctuation.
Basic mathematic principles.

Modern office methods, practices and procedures.

Software applications and electronic communications, including web page maintenance.

**IV-15.7.4.2 Ability to:**

Explain and apply College policies, procedures, rules and regulations.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Understand and follow oral and written instructions.

Establish and maintain effective working relationships with those contacted within the course of work activities.

Make mathematical calculations rapidly and accurately and be able to display the mathematical computations in a variety of spreadsheets and graphs.

Operate a computer and other standard office equipment.

Understand and use Microsoft Office Suite.

Maintain detailed and complex records and files using electronic and paper copy filing systems.

**IV-15.7.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible clerical experience or one year of experience and an Associate degree in office technology or related field.
Training:

Completion of the twelfth grade, supplemented by specialized secretarial training; or equivalent. An Associate degree is preferred.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).
**IV-15.8 Secretary to the President**

**IV-15.8.1 Definition**

To assist with a wide variety of complex, secretarial and administrative duties for the President of the College; to assist and refer visitors, students, and the general public to appropriate personnel.

**IV-15.8.2 Supervision Received and Exercised**

Receives direction from the College President.

Receives administrative supervision from the Executive Assistant to the President.

Exercises no supervision.

**IV-15.8.3 Essential Duties** - Duties may include, but are not limited to, the following:

Assist and refer visitors, students, and the general public entering the Administration Building to appropriate personnel.

Interpret College policies and procedures.

Assist with a wide variety of complex, secretarial and administrative duties for the President of the College.

Attend meetings of the Executive Council; take and transcribe minutes of the meetings and maintain electronic file.

Screen calls and visitors. Opens mail for the Office of the President and responds to requests for information and assistance.

Perform administrative and clerical tasks including updating documents, processing forms and requests for information and catalogs, distributing correspondence, flyers, newsletters or other publications.

Compose, type, and proofread a wide variety of letters, speeches, and memos. Independently respond to letters and general correspondence of a routine nature.

Organize and maintain a complex filing system.
Interact with the President, students, faculty, staff, Board of Trustees, and the general public as required.

Process and maintain confidential and sensitive information.

Maintain current mailing lists and other contact information for elected officials, NCCC Presidents, and NCCCS staff.

Prepare correspondence, materials, agendas, and notify members and guests of special events and programs at the College.

Maintain electronic file on College Assembly and Ad Hoc Committee minutes.

Maintain electronic file on all “Request for Absence” forms submitted to the President.

Prepare Travel Reimbursement forms for the President’s state car travel.

Perform special projects and assignments.

Recommend procedural changes affecting office management activities.

Assist the Executive Assistant to the President as necessary.

Perform related duties as assigned.

**IV-15.8.4 Qualifications**

**IV-15.8.4.1 Knowledge of:**

- Business letter writing and basic report preparation.
- English usage, spelling, grammar and punctuation.
- Office procedures, methods, computer and software applications and electronic communications.
- Basic principles and practices of budget administration.
- Principles and procedures of basic record keeping.
- Standard administrative and organizational procedures.
- College policies and procedures.
IV-15.8.4.2 Ability to:

Maintain confidentiality.

Establish and maintain effective working relations with those contacted in the course of work.

Effectively handle simultaneous projects and activities.

Operate a computer and other standard office equipment.

Coordinate meetings and activities involving all areas and functions of the College.

Maintain records, documents and complex filing system.

Type at a speed necessary for successful job performance.

Take and transcribe minutes at a rate necessary for successful job performance.

Independently respond to correspondence and requests for information.

Establish work priorities and refer work to appropriate personnel and departments.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply College policies and procedures.

Communicate effectively, both orally and in writing.

IV-15.8.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible administrative and executive secretarial experience, and an Associate degree in Office Technology or related field.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Secretary to the President (Continued)

Training:

An Associate degree from an accredited college with a concentration in Office Technology or related field.
IV-15.9 Senior Secretary

IV-15.9.1 Definition

To perform a wide variety of responsible secretarial and clerical duties in support of management staff and instructors.

This is the advanced journey level class in the secretarial series and is distinguished from the lower level secretarial classes by the responsibility of providing direct secretarial and clerical support to mid-level college administrator. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit. In addition, the Senior Secretary class is distinguished from the Secretary I and II level in that the latter perform more routine office and clerical functions, contrasted to the personal secretarial support provided by the Senior Secretary.

IV-15.9.2 Supervision Received and Exercised

Receives general supervision from the immediate supervisor.

May exercise technical supervision over assigned clerical staff or work-study students.

IV-15.9.3 Essential Duties- Duties may include, but are not limited to, the following:

Prepare and proofread a wide variety of reports, letters, memos, course materials, exams and statistical charts; compose routine correspondence related to responsibilities assigned.

Screen office and telephone callers; respond to complaints and requests for information on courses, procedures, systems and events relating to responsibilities assigned; receive and route mail.

Establish and maintain computerized spread sheets and data files; run reports on regular and requested basis.

Compile data for special projects; collect and assemble data and background materials for a variety of reports and meetings.
Maintain and coordinate calendars and schedules of Department activities, courses, meetings and events; coordinate and schedule activities with other College departments, the public and outside agencies.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Organize and maintain filing systems; maintain records related to specific area of assignment.

Assist with registration at centers and other off-campus and on-campus locations.

Verify time sheets.

Prepare required documentation for curricular and continued education courses to include: contracts, public service agreements, work orders, audio-visual requests, room requests, and purchase orders for supplies, equipment, and textbooks.

Prepare brochures, flyers and handouts for general marketing purposes.

Prepare class registration materials for records and registration office to include cover sheets, data forms and group receipts.

Assist in preparing and maintaining special reports and budget information for external groups, agencies and organizations.

Verify and review materials for completeness and conformance with established regulations and procedures.

Operate a variety of office equipment including a computer for word processing; input and retrieve data and text; organize and maintain disc storage and filing as necessary.

Coordinate travel arrangements for Department staff.

Order and maintain office supplies and maintain related records.

Correspond and distribute information and files using the College's networking system.

Perform related duties as assigned.
IV-15.9.4 Qualifications

IV-15.9.4.1 Knowledge of:

English usage, spelling, grammar and punctuation.
Office procedures, methods and computer equipment.
Business letter writing and basic report preparation.
Software applications and electronic communications.
Principles and procedures of basic record keeping.

IV-15.9.4.2 Ability to:

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
Understand the organization and operation of the department and of outside agencies as necessary to assume assigned responsibilities.
Maintain detailed and complex records and files using electronic and paper copy filing systems.
Independently prepare routine correspondence and memorandums.
Type at a speed necessary for successful job performance.
Understand and use Microsoft Office Suite.
Operate a computer and other standard office equipment.
Work independently in the absence of supervision.
Establish and maintain effective working relationships with those contacted in the course of work.
Communicate clearly and concisely, both orally and in writing.

IV-15.9.4.3 Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**
Three years of increasingly responsible secretarial experience or two years of experience and an Associate degree in office technology or related field.

**Training:**
Completion of the twelfth grade supplemented by specialized secretarial training or equivalent. An Associate degree is preferred.

**Physical Requirements:**
The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).
**IV-15.10**  
**Switchboard Operator**

**IV-15.10.1**  
**Definition**

To operate a central switchboard for incoming and outgoing calls; to act as telephone receptionist for the College; to provide information to students and the public; and to direct calls to appropriate offices and staff.

**IV-15.10.2**  
**Supervision Received and Exercised**

Receives general supervision from higher level administrative staff.

Exercises no supervision.

**IV-15.10.3**  
**Essential Duties**- Duties may include, but are not limited to, the following:

- Answer and route incoming calls to appropriate College department or office.
- Provide information and assistance to callers.
- Respond to unusual requests of problems with tact and patience.
- Maintain a variety of records and logs; prepare reports on types and volume of informational requests.
- Coordinate communications during emergencies.
- Record and report telephone system malfunctions or maintenance requirements.
- May assist in the sorting and distribution of campus mail.
- Assist in the mailing of informational material and college catalogs to prospective students and others.
- Communicate through the College networking system.
- Perform related duties as assigned.
IV-15.10.4 Qualifications

IV-15.10.4.1 Knowledge of:

Switchboard operations and procedures.
Proper telephone etiquette.
Proper English usage and vocabulary.
Modern office methods, practices, and procedures.
Basic programs and services of the College.

IV-15.10.4.2 Ability to:

Quickly learn and become familiar with current extensions, dates, events, and College policies and procedures.
Operate a large telephone switchboard.
Be tactful and courteous with students, College staff and the general public.
Deal with pressure and stressful situations.
Speak in a clear, pleasant, and gracious voice.
Establish and maintain effective working relationships with those contacted in the course of work.

IV-15.10.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
One year of switchboard experience.

Training:
Completion of the twelfth grade, or equivalent.
FACILITY SUPPORT AND SERVICES
IV-16.1  Children’s Center Cook (Early Childhood Education Center)

IV-16.1.1  Definition

Coordinate the food service program for the Early Childhood Education Center; to maintain food service areas, facilities and equipment in a clean and sanitary condition; and to assist in the preparation and serving of food.

IV-16.1.2  Supervision Received and Exercised

Receives supervision from the Director of the Early Childhood Education Center.

Exercises limited supervision of work-study students and volunteers.

IV-16.1.3  Essential Duties- Duties may include, but are not limited to, the following:

Plans, prepares and serves well-balanced, nutritional meals that meet state standards for food service to children.

Purchases food supplies as required, practices cost effective measures, and maintains inventory control.

Maintains clean, sanitary food service area that conforms to health regulations and sanitation laws.

Daily – washes dishes, scrubs pots, cleans counters and sinks, sweeps floors, and empties garbage.

Weekly – cleans refrigerator, freezer, and dishwasher; organizes shelf and storage space.

Prepares required monthly reports for Child and Adult Food Program.

Reviews current literature pertaining to day care food service and nutrition.

Participates in required Child Care and Adult Food Program training.

Prepares food for special occasions in the Center.

Cooperates with staff, faculty, and students.
Performs other professional duties as requested by the supervisor, including substituting in the children’s classrooms.

IV-16.1.4 Qualifications

IV-16.1.4.1 Knowledge of:

Methods and equipment used in preparing food for large quantities of people.

Principles of sanitation, health and safety practices.

Basic arithmetic principles for maintaining inventory and record keeping.

IV-16.1.4.2 Ability to:

Prepare nutritious snacks, and meals that meet USDA guidelines for children.

Meet local and state standards for nutrition and sanitation.

Prepare accurate records and maintain for easy access.

Work well without close supervision.

Work effectively with Early Childhood Education Center Director and staff, work-study students, volunteers, and other FTCC administrative personnel as necessary.

Perform basic arithmetic calculations as applied to inventory record keeping.

Establish and maintain effective working relationships with those contacted in the course of work.

Remain calm and use sound judgment in an emergency.

Work without close supervision.

Interact effectively with children, parents, students, staff, and the general public.
IV-16.1.4.3 Experience and Training Guidelines

An Associate degree in Culinary Arts is preferred. Completion of the twelfth grade, supplemented by specialized training in food preparation and sanitation or a related field, and a minimum of one year experience in food service. Satisfactory criminal records check, current medical examination, and Health card as required by law.
IV-16.2 Groundskeeper

IV-16.2.1 Definition

To perform a variety of landscape installations and maintenance tasks relating to the upkeep and operation of the College grounds.

IV-16.2.2 Supervision Received and Exercised

Receives general supervision from the Grounds/Maintenance Supervisor.

Exercises no supervision.

IV-16.2.3 Essential Duties - Duties may include, but are not limited to, the following:

Perform a variety of turf grass maintenance activities to include edging, trimming, and new installations.

Assist with installation of irrigation systems, (shovel work, trenching, etc.).

Installation and repair of brick and concrete sidewalks.

Parking lot and street maintenance.

Perform litter control on campus and related recycling operations.

Perform snow and ice removal during inclement weather periods.

Perform general yard debris clean up.

Perform related duties as assigned.

IV-16.2.4 Qualifications

IV-16.2.4.1 Knowledge of:

Methods, materials, tools, and equipment used in landscape and turf grass maintenance.
Plant material installation.

Plant and turf grass identification.

Use of grounds equipment and hand tools.

Safe work practices.

**IV-16.2.4.2 Ability to:**

Perform assigned duties during inclement weather conditions.

Operate a variety of grounds maintenance equipment and tools.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively orally and in writing.

**IV-16.2.4.3 Experience and Training Guidelines**

Experience and Training: None

**License or Certificate:**

You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
IV-16.3 Housekeeper

IV-16.3.1 Definition

To perform a variety of facility maintenance and building cleaning tasks related to the upkeep and operation of campus facilities.

IV-16.3.2 Supervision Received and Exercised

Receives general supervision from the Housekeeping Supervisor and Shiftleader.

Exercises no supervision.

IV-16.3.3 Essential Duties - Duties may include, but are not limited to, the following:

Trash removal from facilities.

Perform operations involved with recycling program.

Cleaning and conditioning of classrooms, labs, offices, and common spaces.

Cleaning of restrooms.

Setup and removal of arrangements for college functions and events.

Moving and relocation of office, laboratory, and classroom furnishings and supplies.

Perform general litter control with established building limits.

Assist with snow and ice removal during inclement weather.

Perform related duties as assigned.

IV-16.3.4 Qualifications

IV-16.3.4.1 Knowledge of:
Methods, materials, tools, and equipment used in cleaning and condition of college facilities.

Safe work practices.

**IV-16.3.4.2 Ability to:**

Must be able to bend, crawl, and lift up to 100lbs.

Perform assigned duties during inclement weather conditions.

Operate a variety of cleaning equipment.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

**IV-16.3.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

None required.

**Training:**

None required.

**License and Certificate:**

You must possess a valid North Carolina driver's license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
IV-16.4 Housekeeper (Maid)

IV-16.4.1 Definition

To perform a variety of facility maintenance and building cleaning tasks related to the upkeep and operation of campus facilities.

IV-16.4.2 Supervision Received and Exercised

Receives general supervision from the Housekeeping Supervisor and Shiftleader.

Exercises no supervision.

IV-16.4.3 Essential Duties

- Trash removal from facilities.
- Perform operations involved with recycling program.
- Cleaning and stocking of classrooms, labs, offices, and common spaces.
- Perform general litter control with established building limits.
- Assist with snow and ice removal during inclement weather.
- Perform related duties as assigned.

IV-16.4.4 Qualifications

IV-16.4.4.1 Knowledge of:

- Methods, materials, tools, and equipment used in cleaning and conditioning of college facilities.
- Safe work practices.

IV-16.4.4.2 Ability to:
Perform light manual work including lifting and moving objects less than 50 lbs. and supplies.

Perform assigned duties during inclement weather conditions.

Operate a variety of cleaning equipment.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

IV-16.4.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

None required.

**Training:**

None required.

**License and Certificate:**

You must possess a valid North Carolina driver’s license which requires two (2) years of driving experience with no more than one (1) minor accident or violation in the past two (2) years.
IV-16.5 Security Officer

IV-16.5.1 Definition

Assist the Security Supervisor in the implementation of campus public safety and security programs and to perform a variety of tasks relative to the programs.

IV-16.5.2 Supervision Received and Exercised

Receives direct supervision from the Security Field Supervisor (Sergeant).

May exercise functional supervision over other security personnel as directed by the Security Supervisor.

IV-16.5.3 Essential Duties- Duties may include, but are not limited to, the following:

Maintains a professional and positive relationship with students, faculty, staff, and community personnel in the performance of their duties.

Patrol the campus on foot, bicycle, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.

Control and issue parking decals.

Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Security Supervisor.
FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
Security Officer (Continued)

Monitors Emergency Call boxes and respond to the call.
Maintain security vehicles in a clean safe condition.
Provide crowd control at special events.
Operate the Patrol Scan System.
Provide escort services for personnel and funds.
Provide directions and answers to questions from staff/faculty/students/visitors.
Maintain various types of logs.
Install parking boot on vehicles when directed.
Turn on/off campus lights and equipment as directed.
Provide special surveillance as directed.
Conduct briefings.
Support various crime prevention programs.
Perform other duties as required by the Security Supervisor or designated representative.
Supervise personnel when directed.

IV-16.5.4 Qualifications

IV-16.5.4.1 Knowledge of:

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.
Applicable laws, ordinances, college policies, procedures, and regulations.

IV-16.5.4.2 Ability to:

Interpret, apply and enforce applicable laws, ordinances, and College policies, rules and regulations.
Establish and maintain professional working relationships with students, faculty, staff and community personnel in the performance of their duties.

Conduct minor criminal and non-criminal inquiries.

Supervise personnel when directed.

**IV-16.5.4.3 Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Two years of increasingly responsible law enforcement, security or related experience.

**Training:**

High School graduate or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Possession of or ability to obtain an appropriate valid North Carolina driver's license.
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12 Appointed Members
1 Ex Officio Member - SGA President

BOARD COMMITTEES
Building and Grounds
Curriculum
Finance
Human Resources
Planning
COLLEGE AND CAREER READINESS
Subchart - Continuing Education

SENIOR VICE PRESIDENT FOR ACADEMIC AND STUDENT SERVICES

EXECUTIVE SECRETARY

ASSOCIATE VICE PRESIDENT FOR CONTINUING EDUCATION

SENIOR SECRETARY

DEAN OF COLLEGE AND CAREER READINESS

SECRETARY II

PROGRAM COORDINATOR HSE

SECRETARY II

PROGRAM COORDINATOR HSE TESTING

SECRETARY II

PROGRAM COORDINATOR HSE/ABE

SECRETARY II

PROGRAM COORDINATOR BSEP (FORT BRAGG)

SECRETARY II

PROGRAM COORDINATOR ASSESSMENT CENTER/STUDENT SERVICES

ASSESSMENT/RETENTION SPECIALIST (2 FT)

SECRETARY II

PROGRAM COORDINATOR SPECIAL PROJECTS/DISABILITY SUPPORT SERVICES

PROGRAM COORDINATOR ABE/ESL/FAMILY LITERACY

SECRETARY II

PROGRAM COORDINATOR COMP EDUCATION (1 PT)

PROGRAM COORDINATOR ASSESSMENT CENTER/STUDENT SERVICES

IV-3.3.1.1

Last Update: 1/2016
BUSINESS PROGRAMS
Subchart - Academic and Student Services/Curriculum Programs

SENIOR VICE PRESIDENT FOR ACADEMIC AND STUDENT SERVICES

DEAN OF BUSINESS PROGRAMS

SECRETARY I

ADMINISTRATIVE SECRETARY

BUSINESS MANAGEMENT DIVISION CHAIR

GENERAL BUSINESS ADMINISTRATION DEPARTMENT CHAIR

MARKETING DEPARTMENT CHAIR

OPERATIONS MANAGEMENT DEPARTMENT CHAIR

HUMAN RESOURCES MANAGEMENT DEPARTMENT CHAIR

GLOBAL LOGISTICS & DISTRIBUTION MANAGEMENT DEPARTMENT CHAIR

PARALEGAL TECHNOLOGY DEPARTMENT CHAIR

HOSPITALITY MANAGEMENT DEPARTMENT CHAIR

CULINARY ARTS DEPARTMENT CHAIR

HEALTHCARE MANAGEMENT TECHNOLOGY DEPARTMENT CHAIR

ACCOUNTING DEPARTMENT CHAIR

OFFICE ADMINISTRATION DEPARTMENT CHAIR

MEDICAL OFFICE ADMINISTRATION DEPARTMENT CHAIR

CULINARY LAB TECHNICIAN
FINANCIAL AID
Subchart - Academic and Student Services/Student Services
REGISTRATION & RECORDS
Subchart - Academic and Student Services/Student Services
PROPERTY CONTROL AND SERVICES
Subchart - Business and Finance

SENIOR VICE PRESIDENT FOR BUSINESS AND FINANCE

PROPERTY CONTROL AND SERVICES SUPERVISOR

EQUIPMENT CONTROL TECHNICIAN
WAREHOUSE TECHNICIAN
MARKETING AND PUBLIC RELATIONS

- PRESIDENT
  - EXECUTIVE DIRECTOR FOR MARKETING AND PUBLIC RELATIONS
    - PUBLIC RELATIONS/ MARKETING ASSISTANT
    - WEB MASTER
  - DIGITAL CONTENT AND SOCIAL MEDIA SPECIALIST