

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Professional Development Coordinator	Range:	42
Date Revised:		Date Approved:	January 28, 2025

PRIMARY PURPOSE

This position is responsible for performing a wide variety of complex and specialized administrative duties to support one or more functional areas, departments or administrators; and serves as the initial point of contact for applications support; provides primarily second-tier user support for a large portfolio of enterprise applications including ERP, software applications, data processing and security, and database/reporting products.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Perform complex administrative duties independently in support of one or more functional areas, departments or administrators within established rules and regulations; organizes and manages daily activities to assure efficient operations; provide information to departments, personnel, students and the public on the phone and in person; answer questions and resolves problems requiring judgement, knowledge and explanation of policies.
2.	Serve as an assistant to the designated Manager; schedule meetings and appointments; prepare agenda items; maintain records and supplies; receive and process incoming mail.
3.	Monitor department expenditures and budgets; approve expenditures within established guidelines; assist with budget development and tracks status of budgets; maintain petty cash accounts; respond to inquiries regarding financial issues.
4.	Evaluate and process forms, transcripts and applications; verify data for accuracy, completeness and compliance within established procedures; enter data into computer system; monitor, calculate and submit time sheets; maintain confidential files and data.
5.	Serve as the initial point of contact for the program software application to receive, document, and coordinate problems reported; troubleshoot and resolve varied operational and technical problems (including non-routine and/or complex) using deep knowledge for enterprise applications, student services and related business processes; escalate problems only when needed.
6.	Diagnose user problems; advise and assist employees with technical issues related to enterprise applications; assist employees with functional requirements; identify ongoing issues and track responses from vendors; incorporate outcomes into knowledgebase articles.
7.	Develop, organize, and provide technical training for staff, employees and students; write and update technical end user documentation, create knowledgebase entries, and produce online content for self-service including videos and walkthroughs; work closely with IS/Vendor to develop documentation, FAQ's and knowledgebases to support new features.
8.	Review and update web content, graphics, and links in a timely manner; facilitate graphic design and layout of new and existing applications to ensure uniformity and consistency across all platforms, including responsive design, accessibility and useability requirements; keep current on web standards, browsers, frameworks, and advances in web design, design standards, accessibility, performance, and programming.
9.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

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10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion training and events.
11.	Performs related duties as assigned.

OTHER FUNCTIONS

None

WORKING RELATIONSHIPS

The Professional Development Coordinator maintains frequent contact with various departments and personnel, faculty, vendors and outside agencies.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college coursework.

Minimum of three (3) years of increasingly responsible related work experience.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the principles, practices and techniques of training and providing technical instructions

Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary

Knowledge of modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing

Knowledge of general methods and procedures of operating computers and related peripheral equipment

Knowledge of standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems

Knowledge of methods of data compilation, maintenance, and reporting

Knowledge of Web platform development systems

Knowledge of security processes to maintain confidentiality

Knowledge of Community College process and procedures

Ability to use screen capture and video editing software to produce training materials

Ability to analyze situations accurately and adopt a certain course of action

Ability to plan, organize and prioritize work

Ability to meet schedules and timelines

Ability to understand and follow oral and written directions

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Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities.
