

# **Diversity Education and Support Services Program Coordinator - TC3 (PROM) Tompkins County**

**Department:** Tompkins Cortland Community College

**Classification:** Competitive

**Labor Grade:** J

**Approved:** 7/11/19

**By:** AG, Commissioner of Human Resources

## **PROMOTIONAL QUALIFICATIONS:**

This promotional opportunity is only open to employees of Tompkins Cortland Community College currently holding at least three (3) years of permanent competitive class status as a Secretary or Administrative Assistant - Level 3.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for coordinating the day-to-day operations of the programs supported by the Office of Diversity and Support Services (ODESS). Duties include, but are not limited to, program planning, budgeting, supervising and triaging student concerns, communication with prospective and current college students, and statistical record keeping/reporting. The work is performed in accordance with departmental policies and objectives outlined, but is allowed to exercise independent judgment in applying policy to specific cases. This position routinely utilizes a high level of tact. This position will also provide support to the Chief Diversity Officer (CDO) and the College's Diversity and Equity Action Council. The work is performed under the general supervision of the Chief Diversity Officer. Supervision is exercised over the work of part-time and/or adjunct and student staff. Must have the ability to work some nights and weekends. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Provides the logistics and coordinates agendas for the Office of Diversity Education and Support Services campus-wide programs such as annual conferences, retreats, workshops, seminars, open houses, induction ceremonies, graduation ceremonies, guest speakers service projects and other designated special events;
- Communicates regularly with prospective and current college students;
- Provides general academic referrals for students who participate in the departmental programs;
- Provides feedback to student staff through 1-on-1 meetings and written performance evaluations;
- Plans and supervises the collection, tabulation and analysis of program statistics and data;
- Administers the requisition, purchase, receipt and inventory of department supplies and equipment and maintains inventory records;
- Supervises part-time and adjunct and student staff as assigned;
- Contributes content to and assists with developing and disseminating marketing and publicity materials, e.g., office publications, flyers, website, social media, etc.; and providing additional support as assigned;
- Coordinates and supervises the maintenance of files related to department programs enrollment, and retention;
- Assists with identifying and selecting department program participants including students, mentors, faculty, staff, guest speakers, workshop facilitators, etc.;
- Assists with the evaluation and assessment of programs, including reporting department program enrollment and assessment data;
- Assists and expedites the preparation of campus-wide data collection and reports;
- Assists in the formulation of policies and procedures for the administration of the Office of Diversity and Support Services;
- In collaboration with the CDO and ODESS Staff, hire and co-supervise 10-12 student staff. This includes creating staff schedules for the Center's space and management of bi-weekly timecard approvals ;
- Participates in professional conference and training program;
- Provides administrative support for the Chief Diversity Officer;
- Performs related work necessary for the efficient execution of administrative functions of the department.

## **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough and current understanding and knowledge of diversity, equity, and inclusion terms;
- Thorough knowledge of current principles and practices of business administration;
- Thorough knowledge of office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Thorough knowledge of database and word processing software;
- Good knowledge of the organization, functions, laws, policies and regulations of the agency to which assigned;
- Ability to effectively deliver department services that meet the social and cultural needs of students, faculty and staff;
- Ability to establish and maintain rapport with prospective program students and continuing program students;
- Ability to use good judgment in solving complex logistical and administrative problems;
- Ability to plan, assign and review the work of others;
- Ability to understand and carry out complex oral and written instructions;
- Ability to use excellent written and oral communication skills, and to use varied methods of communication to establish and maintain positive and productive relations with on and off campus constituents and program participants;
- Ability to plan, direct and coordinate regular mailings, program registrations, and evaluations required for annual reports;
- Tact and courtesy are required;
- The employee's physical condition shall be commensurate with the demands of the position;

Created 7/11/19

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