

**FACULTY SERVICES SPECIALIST**  
(Classified Bargaining Unit Position)  
(Range 23)

**DEFINITION**

Under the direction of the site administrator, provide comprehensive support for faculty at a particular instructional site through performance of a broad variety of routine to moderately complex administrative duties ranging from assistance with classroom scheduling and the resolution of scheduling conflicts to providing direct assistance to faculty; train and provide day-to-day direction to assigned staff, and perform other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Incumbents assigned to the Faculty Services Specialist class are required to communicate and collaborate with the site administrator, Vice-President of Instruction, Vice-President of Student Services, instructional deans, division chairs, faculty coordinators and site faculty; to work independently, and to use sound judgment in order to perform duties.

**ESSENTIAL FUNCTIONS**

- Perform a variety of administrative duties related to faculty support, including coordination of faculty office assignments, distribution of keys, reprographic services and management of the telephone system;
- Provide technical record keeping advising to faculty such as assistance with expense reimbursement forms (conference and travel, PT office hours, purchases), student attendance reporting and grade recording;
- Develop and distribute to all key faculty and staff, materials to ensure that courses are scheduled effectively in the most appropriate classrooms; (Such as complete classroom inventories, first call room listings and room schedule charts);
- Facilitate resolution of classroom scheduling conflicts;
- Facilitate student access to faculty members;
- Provide information to students (including class status in case of instructor absence);
- Conduct physical inventory of classrooms and instructional equipment and track equipment use during the semester;
- Coordinate resolution of classroom equipment failure with computer services and maintenance staff. Take necessary action to maintain all classroom equipment in good operating order;
- Assist in orientation for all site faculty;
- Operate a variety of office equipment, including a computer and related peripheral equipment;
- Attend meetings and/or other events and activities to give or receive information;
- Generate and disseminate new forms as needed to perform assigned tasks;
- Establish and maintain hard-copy and electronic data processing records;
- Initiate and prioritize work as required;

- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Perform other related duties as required.

**Duties may require the physical ability to:**

- see for the purpose of reading regulations, laws and codes, rules and policies, and other printed matter;
- hear and understand speech at normal levels;
- speak so that others will be able to understand a normal in-person and telephone conversation;
- sit or stand for extended periods of time;
- lift and/or carry 25 pounds;
- exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

**DESIRABLE QUALIFICATIONS**

**Education:**

- Associate degree or equivalent preferred.

**Experience:**

- Two years of experience in a student or faculty services environment involving continuous public contact;
- Work history that includes requirement to exercise tact and persuasiveness to resolve conflict.
- Keyboard skills at a rate of 50 words per minute from clear copy.

**Knowledge of:**

- efficient scheduling and record keeping;
- modern office practices, procedures, and equipment;
- college organization, policies, and rules;
- computer programs necessary for record keeping and databases;
- correct English usage: grammar, spelling, vocabulary and punctuation.

CCCUE Approval: 7/9/01  
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