

**INSTRUCTIONAL SERVICES SPECIALIST**

**DEFINITION**

Coordinates the development and production of the class schedule and manages campus classroom utilization using a computerized software program. Provides administrative support to the college Curriculum Committee and Instructional Services. Performs research and assists with or directs the efforts of various special projects.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is received by the Associate Dean of Instruction.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

**EXAMPLES OF DUTIES**

Coordinates the development, preparation and timing of the class schedule with instructional areas and area administrator; enters and/or directs entering of data in student database and ensures accuracy of units, times, locations, days, curriculum changes and other course-related information for compliance with District and state regulations.

Coordinates and implements the activities of the Curriculum Committee, and the development of the schedule in collaboration with Instructional Deans, Curriculum Co-Chairs, and college personnel.

Organizes and oversees the processing of all scheduling information, materials, equipment, and clerical procedures; reviews schedule input from divisions for accuracy, completeness, and compliance with collective bargaining agreements.

Oversees scheduling database/spreadsheet management and works collaboratively with the area administrator and division offices to assure accurate input of the schedule.

Prints and distributes course listings to departments for revisions; checks for errors in units, times and locations, assigns rooms; assigns codes and abbreviations; enters and edits data in computer using specialized software; proofreads, verifying all revisions have been included.

Analyzes, evaluates, corrects and inputs data into the College enterprise resources planning information system from schedule information documents for the preparation of class schedules; runs reports, checks for accuracy and completeness and notifies instructional departments of errors, discrepancies or omissions.

Collects and organizes materials for the production of the class schedule; edits and reviews final text; paginates and prepares copy for printer.

Prepares class portion of schedule in camera ready format using desktop publishing, and coordinates with the Public Information Office for printing timelines.

Coordinates with ITS department for reports, technical information, and on-line changes to course and schedule programs; recommend modifications and improvements as necessary.

Extracts curriculum, schedule and related data from the College enterprise resources planning information system for reporting purposes.

## **EXAMPLES OF DUTIES (continued)**

Manages campus classroom utilization using classroom scheduling management software such as CollegeNet (Schedule 25 and Resource 25) to assign classes to classrooms, maintain the database tables, search the database in response to room inquiries, and extract data to prepare standard reports from these products.

Prepares room analysis for the annual space inventory, monitor and maintain room inventory, revising annually and use the inventory to make updates to a specialized software product database such as CollegeNet and/or the College enterprise resource planning information system.

Monitors and resolves classroom schedule issues, conflicts and seat load problems. Prepare and modify final exam schedules as needed.

Serves as lead user, creates and provides training, technical assistance and materials to academic and classified personnel regarding the use of the specialized software (i.e. Resource 25) to locate available rooms and/or to reserve facilities for events.

Attends meetings and conferences for classroom management software training.

Coordinates with Articulation Officer; inputs transfer and articulation information on computer system.

Updates curriculum management and other databases as programming changes and/or facilities are added.

Answers questions as they arise about the computer system, curriculum matters, room conflicts, general procedures and past practices.

Performs research and assists with or directs the efforts of various special projects as assigned; communicate with District, County, State or public officials to exchange or gather information; compile, arrange and present information in written and oral form to assist with management decision making; communicates policies and procedures with faculty, administration and staff.

Collects, compiles and reports on scheduling data for budgeting, enrollment management, program review, and planning; assist in the analysis of data.

Prepares correspondence, memorandums, reports, and other materials that require excellent written and editing skills and the use of independent judgment.

Responds to phone calls and written correspondence on behalf of the assigned administrator; attends meetings and conferences to represent the administrator and to convey the administrator's perspectives, opinions and findings.

Assists with budget preparation and monitor assigned budget expenditures.

Operates a computer terminal, microcomputer and peripheral equipment to enter data, maintain records and generate reports; utilize fax machine, fax, and word processing, spreadsheet and other software as required by the position.

Maintains electronic and paper records of schedules and catalogs and other instructional services materials; maintain historical information and correspondence files for current and anticipated research and planning efforts.

Maintains and updates handbooks and technical materials related to curriculum or scheduling.

## **EXAMPLES OF DUTIES (continued)**

Selects, trains, evaluates and maintains schedules of student workers.

Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Guidelines and procedures utilized in the development of community college curriculum and schedules of classes.

Set up, maintenance inquiry and search procedures for specialized software such as the CollegeNet products (Schedule 25 and Resource 25).

Office productivity software such as Microsoft Word, Excel, Outlook, PowerPoint, Access.

Internet navigation, data entry and correction, inquiry/retrieval and report generation.

Database utilization (entry and retrieval of data) principles and concepts.

Modern office practices, procedures and equipment.

Project purpose; strategies and techniques to achieve goals.

Planning, organizing, and coordinating activities related to project.

Workshop and group facilitation techniques.

### **Ability to:**

Analyze data for accuracy and completeness.

Research and assist in resolving issues involving data fields contained within the schedule of classes portions of the College enterprise resource planning.

Research and assist in resolving issues involving data fields contained within specialized software such as the CollegeNet products.

Plan, organize, coordinate, and conduct project-related assignments.

Work closely and effectively with instructional divisions, Administration, Information Services and other college personnel with regard to curriculum documentation and schedule of classes.

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

Communicate effectively both orally and in writing.

Meet schedules and timelines.

Work independently with little direction.

Understand and work within the scope of authority.

Establish and maintain cooperative and effective working relationships with others.

## **QUALIFICATIONS (continued)**

Interview, train, and provide work direction to student workers.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

A combination of six years of college-level education and work experience is required.

Education: Coursework or degree in Business Administration, Education from an accredited college or university or other educational programs directly related to the duties to be performed.

Experience: Technical experience in an instructional office or other work directly related to the specific duties to be performed which includes at least two years of paid experience in operating a personal computer or a computer network or equivalent.

### **Desirable:**

Bachelor's degree from an accredited college or university.