

**Career Path – Academic Support**  
**Last Updated: February 21, 2012**

JCC Title	Qualifications	Grade	Exemption Status	Job summary (all job qualifications and responsibilities are cumulative in nature)
Admin Coordinator	<p>High School Diploma or equivalent combination of training and experience; 3 or more years office experience, including working experience within the specific academic or university department or program area.</p> <p><b>Skills/Abilities:</b> Excellent interpersonal, problem-solving and organizational skills; computer literacy; ability to understand and follow directions; ability to maintain accurate records; ability to operate standard office equipment; ability to compose letters, memos and other correspondence.</p>	54	Non-Exempt	Responsible for coordinating administrative and secretarial/clerical assistance for specific programs and projects. Works closely with department head or business manager to ensure that project and/or program is run smoothly. May be the only support staff for a particular program/project area. Requires in-depth knowledge and understanding of the practices, policies and procedures of the particular area.
Senior Admin Coordinator	<p>Associates degree or equivalent combination of training and 3 years of administrative support experience.</p> <p><b>Skills/Abilities:</b> Excellent interpersonal, organizational, reasoning and problem solving skills; ability to interact with campus community and external customers; excellent verbal and written communication skills; advanced computer literacy (such as knowledge of specialized software); ability to maintain accurate and detailed records.</p>	56 (Revised from 55 as of February 2012)	Non-Exempt	Responsible for providing advanced administrative support for the business manager, director, department head, etc. at the department-wide level or for acting in a lead administrative coordinator role to provide assistance with more complex programs and projects that require advanced administrative skills (such as knowledge of specialized software) and in depth knowledge of the practices, policies, procedures and programs of all areas within the department. Works with the department head or business manager to ensure that all areas of the department are run smoothly. This may include overseeing the flow of paper and work through all areas of the department, leading other administrative coordinators, distributing work to support staff or student workers, handling confidential matters, acting on behalf of the department head or business manager in his or her absence, completing special projects as assigned, handling payroll/personnel paperwork and maintaining records,

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				reviewing, approving and processing invoices for payment; planning, coordinating and scheduling meetings, seminars and conferences and drafting routine correspondence. May perform secretarial/clerical tasks.
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Academic Coordinator	<p>Associate's degree or equivalent combination of training and experience.</p> <p><b>Skills/Abilities:</b> Strong interpersonal and communication skills; ability to learn and effectively apply academic policies, processes, regulations, curriculum requirements, and associated databases and systems. Demonstrated knowledge of Microsoft Office Products and related software.</p>	54	Non-Exempt	<p>Supports faculty and students in a department, school or college for a specific academic program. Serves as front line resources to students regarding policy, registration, curriculum and resources. Maintains program materials, reports, and associated databases. Coordinates with other college or central staff student service departments. If supporting a graduate program, this position will also provide administrative, marketing and information support for the graduate admissions process.</p> <p>.</p> <p>.</p>
Senior Academic Coordinator	<p>Associates degree or equivalent combination of training and experience. Three to five years experience including previous experience in higher education student services role.</p> <p><b>Skills/Abilities:</b> Demonstrates ability to effectively interface with students, faculty, other college and central staff student services departments. Demonstrates sound understanding of academic policies, processes, regulations, curriculum requirements, and associated student/academic systems. Understands all aspects of the program curriculum, including</p>	56	Non-Exempt	<p>Provides senior level support to academic programs in a department, school or college. Maintains program materials, reports, associated databases and external communications. Gathers and prepares material for program and faculty review/action. If supporting a graduate program, acts as a first line resource for prospective student inquiries and the application process. May provide direction and training to lower level staff and/or student workers.</p>

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	multiple majors, minors, and other credit. Demonstrated knowledge of Microsoft Office Products and related software.			
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Academic Program Manager	Bachelor's degree and three to five years experience including previous experience in higher education advising, educational outreach, program management or related area. <b>Skills/Abilities:</b> Well-developed organizational and problem solving skills. Strong written communication and oral presentation skills. Ability to represent the program to external and internal audiences and cultivate relationships with other schools, universities and/or corporate clients. Demonstrates sound knowledge of academic, university policies and procedures and curriculum. Financial acumen needed to contribute to budget development and monitoring.	58	Exempt	Responsible for comprehensive program management and academic advising for a graduate and/or undergraduate program(s). Involves significant outreach due to interdisciplinary programs or external university or corporate partnerships/collaborations including resolving complexities with interdisciplinary or out-of-Pittsburgh programs. Presents to groups and to larger venues. Spends less one-one time with Students. Uses expertise to deal with exception cases. Supervision of others.
Senior Academic Program Manager	Bachelor's degree and four to six years experience including previous experience in higher education academic program	60	Exempt	Responsible for comprehensive program management of a graduate and/or undergraduate program or multiple programs. Involves significant outreach due to interdisciplinary programs or external university or

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	<p>management, teaching or related area. Previous experience in marketing educational programs, outreach and experience with distance education programs may be required for selected programs.</p> <p><b>Skills/Abilities:</b> Well-developed organizational and problem solving skills. Strong written communication and oral presentation skills. Ability to represent the program to external and internal audiences and cultivate relationships with other schools, universities and/or corporate clients. Strong program administration and planning skills.</p>			<p>corporate partnerships/collaborations including resolving complexities with interdisciplinary or out-of-Pittsburgh programs. Reviews operational and academic policies and procedure and incorporates best practices or changes to ensure program effectiveness and compliance. Reviews current and emerging academic trends and makes recommendations on enhancements to curriculum.</p>
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