Northwestern Michigan College

General Information

Company: Northwestern Michigan College  Supervisor: Advising
Employee:  Department: Advising
Employee No:  Preparer Name: 
Detail Job Title: Learning Services Office Manager  Functional Job Title: Learning Services Office Manager
Effective Date: 10/11/2017  Location: Osterlin Library
FLSA Status: Exempt

Position Summary
The position provides office, administrative and operational support services to a student services department and front office staff supervision, contributes to sharing the knowledge of NMC resources, provides triage and consultation regarding NMC policies and services. Facilitates and coordinates events, Honors program, moderates institution wide online boards.

Essential Responsibilities

(Critical) Provides in-person, on-line and telephone assistance to students, community and employers and when necessary handles difficult customer situations.

(Critical) Determines students' needs and schedules advising appointments, provides referrals and serves as a resource regarding NMC academic policies and services.

(Critical) Maintains thorough knowledge of NMC academic policies and procedures, departmental operations, campus and community resources to be able to conduct needs assessments and inform/refer students as appropriate.

(Critical) Coordinates department activities, planning and scheduling, compiles statistics and maintains office records and forms while ensuring confidentiality.

(Critical) Collects and coordinates data related to the advising model, student success, persistence and completion trends and monitors with the director advising gaps and adjusts system for improvements.

(Critical) Maintains and edits web pages to support department functions, moderates institution wide online student announcement board and coordinates the preparation and dissemination of messages to students.

(Critical) Provides assistance to students and community members with resources available for career exploration and job search; also, acts as a liaison for area employers facilitating job postings and connecting to faculty.

(Critical) Reconciles invoices, deposits payments and processes payments, which includes inputting purchase requisitions into Banner, monitoring and allocating purchasing cards expenses, monitoring accounts, maintaining financial records. Assists with budget planning and preparation.

(Critical) Coordinates and promotes Honors Program, provides feedback to faculty and students, facilitates Phi Theta Kappa student registration and maintains database.

(Critical) Coordinates (Honors Convocation) and co-facilitates (Career Fair) large annual institutional events, recruits participants, promotes and provides on-site coordination and day-of conflict resolution.

(Critical) Orders and maintains promotional materials and office supplies for multiple departments. Negotiates with vendors to save on resources.

(Critical) Supervises others in accordance with NMC's policies and applicable laws. Responsibilities include interviewing, hiring and instructing employees; developing training, planning, assigning, and directing work, appraising performance; rewarding, recognizing employees; addressing performance problems or gaps.

Foundational Competencies
ETHICAL BEHAVIOR AND INTEGRITY Displays honesty, trustworthiness, and ethical behavior. Earns respect. Behaves in a straightforward manner with others with no hidden agendas. Builds trust and credibility through reliability and authenticity. Leads by
example: words and actions are consistently aligned.

COMMITMENT TO LIFELONG LEARNING Actively pursues learning and development. Stays current in content area, acquiring and refining technical and professional skills.

COMMITMENT TO QUALITY SERVICE, RESPONSIBLE STEWARDSHIP, CONTINUOUS IMPROVEMENT Displays a commitment to excellence and to providing quality service to learners, co-workers, or others they serve. Consistently seeks feedback and looks for ways to improve service, promote quality, and make effective use of college resources.

CREATING/CONTRIBUTING TO A CULTURE OF INNOVATION and THOUGHTFUL RISK-TAKING Creates/contributes to an environment of safety and trust. Seeks to solve problems rather than affix blame. Willing to experiment and learn.

AGILITY/ ADAPTABLE/ TOLERANCE FOR AMBIGUITY Easily adjusts to organizational and environmental changes; adapts responses and tactics to shifting or evolving situations; deals effectively with ambiguity and uncertainty.

VALUING ALL PEOPLE Genuinely interested in others. Shows concern and empathy for others. Shows patience, understanding, and acceptance of people with varied backgrounds and perspectives. Treats learners, co-workers, and direct reports respectfully and fairly.

COLLABORATION/TEAMWORK Actively and enthusiastically works with others to achieve a shared common goal. Gives credit and recognition to those who have contributed. Shares information and own expertise with others to enable them to accomplish group goals. Creates a sense of belonging in the team, a culture of inclusion. Collaborates across boundaries. Looks at problem solving at the institutional level (not just in own area or department). Open to sharing resources, working with other departments and organizations.

ACCOUNTABILITY/PERSONAL RESPONSIBILITY Meets commitments and keeps promises; gets things done. Acknowledges and learns from mistakes. Holds self and others accountable. Takes responsibility for achieving goals.

### General Competencies

<table>
<thead>
<tr>
<th>Building Effective Relationships</th>
<th>Proficient+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency Source: Internal</td>
<td></td>
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<tr>
<td>Importance: Critical</td>
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<tr>
<td>Relates well with all kinds of people in a variety of situations. Develops and maintains effective communication and relationships. Demonstrates understanding, friendliness, courtesy, tact, and empathy to others. Is approachable; makes time for others. Is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.</td>
<td>Level 4 Proficient +: Somewhat greater than Proficient: Excellent interpersonal skills; understands how he/she is perceived by others; reads a social situation and responds appropriately; adjusts own behavior in response to others’ non-verbal cues; understands why people and groups behave the way they do; gives constructive feedback in a way that produces positive change rather than resentment or anger; provides direct, specific feedback respectfully and in a timely manner.</td>
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<table>
<thead>
<tr>
<th>Communications / Active Listening</th>
<th>Proficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency Source: Internal</td>
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<tr>
<td>Importance: Critical</td>
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<tr>
<td>Has good sense of who needs to know what and keeps others informed. Communicates in a clear, concise, organized, and compelling manner. Gives others their full attention; listens without interrupting. Seeks to understand others' points of view. Interprets both the words spoken and the non-verbal cues used by others.</td>
<td>Level 3 Proficient: Accurately hears implied as well as expressed messages; accurately interprets non-verbal cues; communicates more complex information effectively; adjusts vocabulary and approach to improve understanding; speaks and/or writes in a well-organized, clear, and concise manner.</td>
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<table>
<thead>
<tr>
<th>Global Awareness / Internationally Skilled</th>
<th>Basic+</th>
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</thead>
<tbody>
<tr>
<td>Competency Source: Internal</td>
<td></td>
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<tr>
<td>Importance: Very Important</td>
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<tr>
<td>Understands the complexities and interdependency of world events and issues. Understands one’s own culture and history in relationship to others. Is open to new opportunities, ideas and ways of thinking. Is self- aware about identity and culture; demonstrates sensitivity and respect for differences.</td>
<td>Level 2 Basic +: Somewhat greater than Basic: Demonstrates sensitivity and respect for cultural differences.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Strategic Understanding / Leadership</th>
<th>Basic+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency Source: Internal</td>
<td></td>
</tr>
<tr>
<td>Importance: Very Important</td>
<td></td>
</tr>
<tr>
<td>Explains how their role supports NMC’s mission and vision. Recognizes opportunities to help the organization accomplish its</td>
<td>Level 2 Basic +: Somewhat greater than Basic: Understands the mission and vision of the organization and works to implement</td>
</tr>
</tbody>
</table>
goals. Considers a broad range of internal and external factors in establishing goals and priorities. Consistently ensures a fit between individual or group actions and the organizational mission/strategy.

Functional Competencies

**Administrative Organization (Administration)**  
*Competency Source: HRToolbench*  
*Importance: Critical*

Keeps schedules and reports in an easily accessible manner; prioritizes effectively; follows appropriate processes and procedures for documentation and work flow.

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**Analytical Skills (Generic)**  
*Competency Source: HRToolbench*  
*Importance: Very Important*

Frames issues and problems; collects information, identifies options; weighs the pros and cons, and recommends a course of action.

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**Customer Service Focus (Generic)**  
*Competency Source: Internal*  
*Importance: Critical*


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**Decision Making (Generic)**  
*Competency Source: Internal*  
*Importance: Critical*

Makes sound, well-informed, and objective decisions. Perceives the impact and implications of decisions. Commits to action, even in uncertain situations, to accomplish organizational goals.

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**Diplomacy (Administration)**  
*Competency Source: HRToolbench*  
*Importance: Very Important*

Demonstrates tact; balances customer and company needs and expectations; recognizes the impact of your actions on others; uses interpersonal skills effectively in potentially difficult situations; advocates effectively for the company.

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**Financial Management (Leadership / Management)**  
*Competency Source: HRToolbench*  
*Importance: Critical*

Plans, justifies, and prepares the budget for programs or projects; accounts for and monitors funds and expenditures to ensure cost-effective programs and projects; assesses the financial condition of the organization.

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**Knowledge of Company Policies and Procedures (Administration)**  
*Competency Source: HRToolbench*  
*Importance: Critical*

Knows and understands policies and procedures relating to the company, its operations, and its resources and procedures;
applies specific policies and procedures appropriately and effectively; uses information efficiently.

Managing Multiple Priorities (Generic)
Competency Source: HRToolbench
Importance: Very Important

Effectively handles conflicting priorities and demands; quickly and accurately shifts attention between two or more competing tasks or sources of information.

Problem Solving (Generic)
Competency Source: Internal
Importance: Critical

Diagnoses a situation and determines what relevant information and/or procedure to use; uses reason to generate and evaluate alternatives and to determine a course of action.

Responsiveness (Administration)
Competency Source: HRToolbench
Importance: Critical

Willing to act quickly and efficiently on requests for information or support; prioritizes effectively to respond to critical request.

Level 3 Proficient: Identifies and investigates moderately complex problems; collaborates with others to resolve problems using sound problem-solving methodology.

Level 3 Proficient: Enthusiastically engages with the team or others on information requests; responds with appropriate sense of urgency.

Leadership

Scope
Serves as first line supervisor of a work group, or is an entry-level professional individual contributor.

Activities
- Conduct employee progress reviews & performance evaluations
- Establish work schedules
- Instruct and train others
- Interview candidates
- Recommend terminations
- Build consensus by drawing together the ideas of others
- Provide guidance and stability
- Share special or technical information with others
- Guide or facilitate projects
- Discipline employees
- Recommend salary actions
- Manage expenses
- Bring commitment and drive into the workplace.
- Lead by example
- Serve as a spokesperson or advocate
- Assign work activities
- Plan work
- Recommend promotions
- Serve as a role model
- Empower others to take responsibility and to be accountable

Subordinates
Direct: 3
Indirect:

Tools and Equipment

<table>
<thead>
<tr>
<th>A3s</th>
<th>MS Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated degree audit program</td>
<td>MS Excel</td>
</tr>
<tr>
<td>Banner</td>
<td>MS Word</td>
</tr>
<tr>
<td>Calculator</td>
<td>Point-of-Sale Terminal</td>
</tr>
<tr>
<td>Calendaring Software (Gmail) for complex scheduling on many calendars</td>
<td>Printer</td>
</tr>
<tr>
<td>Content Management System</td>
<td>Projector</td>
</tr>
<tr>
<td>Copy Machine</td>
<td>Scanner</td>
</tr>
<tr>
<td>Desk Top Computer</td>
<td>SilkRoad OpenHire</td>
</tr>
<tr>
<td>Google Mail</td>
<td>Telephone</td>
</tr>
<tr>
<td>Internet</td>
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https://www.hrtoolbench.net/JD/DetailJobDescriptionNew.aspx?mode=print
Education and Experience

Preferred Education: Associate's Degree

Preferred Experience: Between 2 and 5 years

Work Environment

<table>
<thead>
<tr>
<th>Lifting Activities</th>
<th>Weight</th>
<th>Height</th>
<th>Distance</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Frequently Lifted Object</td>
<td>Under 10 lbs.</td>
<td>Waist level</td>
<td>1 - 9 feet</td>
<td>Several times per day</td>
</tr>
<tr>
<td>Heaviest Object Lifted</td>
<td>40 - 49 lbs.</td>
<td>Waist level</td>
<td>1 - 9 feet</td>
<td>Occasionally</td>
</tr>
</tbody>
</table>

Non-Lifting Repetitive Activities

- Arm Movement: Several times per day
- Gripping: Several times per day
- Sitting Continuously
- Standing: Several times per day
- Talking Continuously
- Typing: Several times per day
- Walking: Several times per day
- Writing: Several times per day

Other Physical Demands

- Prolonged visual work

Mental Demands

- Exercising Independent Judgment
- Minimal Guidance or Direction
- Performing Multiple Functions/Activities
- Persuading Others

Other Challenges

- Heavy work volume
- Production deadlines
- Safeguarding organization assets and property

Licenses and Professional Certifications

None Required

Qualifications

2-5 years of experience required
Ability to work cohesively with students, staff and faculty preferred
Associate's degree required
Experience and skills in databases (Banner® preferred)
Experience in higher education preferred
Experience in organizing and managing events preferred
Experience updating web pages preferred

Contacts with Others

<table>
<thead>
<tr>
<th>Internal Contacts</th>
<th>Purpose</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees in your own work unit or department</td>
<td>Interact with or advise</td>
<td>Daily</td>
</tr>
<tr>
<td>Employees in your function</td>
<td>Interact with or advise</td>
<td>Daily</td>
</tr>
<tr>
<td>Managers in your function</td>
<td>Share Information</td>
<td>Daily</td>
</tr>
<tr>
<td>Senior executives in your function</td>
<td>Share Information</td>
<td>Once per week</td>
</tr>
<tr>
<td>Employees in departments outside your function</td>
<td>Share Information</td>
<td>Daily</td>
</tr>
<tr>
<td>Managers in departments outside your function</td>
<td>Share Information</td>
<td>Daily</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External Contacts</th>
<th>Purpose</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendors, Suppliers, Subcontractors</td>
<td>Negotiate</td>
<td>Monthly</td>
</tr>
<tr>
<td>Customers</td>
<td>Interact with or advise</td>
<td>Daily</td>
</tr>
</tbody>
</table>