Program Support Supervisor 2
Community Colleges of Spokane

Job Title	Program Support Supervisor 2
Department	Staff
Institution	Community Colleges of Spokane
	Spokane, Washington
Date Posted	Jan. 8, 2025
Application Deadline	01/23/2025
Position Start Date	Available immediately
Job Categories	Other Administrative Categories
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/5913519
Apply By Email	
Job Description	

Program Support Supervisor 2

Community Colleges of Spokane

Location: Spokane Falls Main Campus Spokane

Department: SFCC Learning Support

Salary Range: $3,811 - $5,117

Starting salary for this position is: $3,811 (Monthly)

Employees hired at the entry step of this range receive salary step advancement after six

months and every 12 months thereafter. An employee hired at anything higher than the entry step of the range will have salary step advancement after 12 months and every 12 months thereafter until they reach the top of the salary range. Each salary step advancement will be approximately a 5% increase.

About Us

Spokane Falls Community College, part of Spokane Colleges, serves 6,000 students with liberal arts/transfer and professional technical programs across a 12,302 square mile region in Eastern Washington.

Applications will be accepted until 4:00 p.m. PST on 01/20/2025. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.

About the Program Support Supervisor 2

JOB SUMMARY

Under general direction of the Associate Dean, the Program Support Supervisor plans, implements, and evaluates Academic Coaching policies and procedures, assists with the management of program budgets and expenditures, and coordinates program functions with other divisions/departments.

Responsibilities include, but are not limited to: budget tracking, data entry and reporting, office space usage management, records management, report preparation, coordination of department purchases, travel arrangements, department purchase card reconciliation, as well as to recruit, onboard, train, schedule, and track student and staff employees.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Academic Coaching Support

- Assist the Manager of Collaborative Learning with oversight of the day-to-day operations of

Academic Coaching staff, locations, and programs. *
- Recruit, interview, and hire work-study and part-time hourly employees. *
- Supervise institutional, state, and federal work-study students and part-time hourly employees and volunteers. Adhere to all district rules and regulations ensuring efficient operations of Academic Coaching. *
- Inform and educate staff about behavior and performance expectations, provide timely and accurate feedback regarding performance, and ensure performance and behavioral problems are corrected promptly and effectively. *
- Schedule academic coaches to ensure hours and staffing are sufficient. *
- Maintain manual and electronic filing systems related to hiring, separation, and performance, ensuring accuracy of data input into electronic database systems and generating reports. Arrange for records retention and destruction. *
- Resolve student complaints and provide appropriate referrals to internal and/or external resources that can serve specific student needs. *
- Maintain communications, marketing, and outreach materials (signage, brochures, web pages, forms and other materials) for Academic Coaching and Collaborative Learning and represent services at campus events as needed. *
- Participate in budget monitoring, records management, report preparation, record meeting minutes and coordinate expenditures. *
- Review, evaluate, and recommend changes to program policies and operating procedures to improve workflow and efficiency. *

Division Support

- Serve as the primary contact for Connected Learning and act as a liaison between the Associate Dean and staff members, relaying assignments and requesting status information. *
- Coordinate personnel matters such as recruitment, selection, and employee onboarding. Process paperwork related to payroll, human resources, and budget. *
- Act as the steward of assigned purchase cards (p-cards), including reconciliation. *
- Coordinate events for assigned areas which includes entering reservations into 25Live (event management software), arranging for catering services, and space setup. *
- Monitor resource needs, evaluate costs, and purchase materials as needed. Process purchase requisitions for supplies and equipment. Determine need for office equipment, furniture, and supplies; develop cost estimates; and coordinate purchasing. *
- Coordinate maintenance/repair of buildings, including IT tickets, building improvement requests, work orders, maintenance contracts, emergency repairs, and renovations. *
- Model professional decorum and mutual respect in all personal interactions. *

- Comply with district policies, procedures and directives, state and federal regulations, orders and statutes and collective bargaining agreements. *
- Support and advance the Spokane Colleges strategic plan and perform related duties as required. *

Indicates this is an essential duty.

COMPETENCIES

- Manages Complexity
- Decision Quality
- Action Oriented
- Plans & Aligns
- Ensures Accountability
- Drives Results
- Collaborates
- Persuades
- Courage
- Instills Trust
- Self-Development
- Nimble Learning

Learn more about our competencies.

MINIMUM QUALIFICATIONS

- Associate degree. Or an equivalent mix of education and experience that demonstrates the candidate meets all competency requirements for this position.
- Knowledge or experience using Microsoft Office products.
- Ability to monitor/track, keep records, and prepare clear, concise, factual reports.
- Strong oral and written communication skills.
- Ability to plan, organize, and coordinate the operational work within the department.
- Ability to establish and maintain positive, effective working relationships with CCS employees and members of the public and serve as a representative of the department.
- Ability to effectively organize multiple work assignments, involving competing priorities, to produce work products that are accurate, of high quality and meet deadlines.

- Ability to maintain a high level of confidentiality.
- Ability to prepare clear, concise, and factual reports, including financial reports.

DESIRED QUALIFICATIONS

- A bachelor's degree involving major study in business administration or closely allied field and one year of supervisory experience involving responsibility for planning, organizing, and coordinating work in a business office or three or more years of progressively responsible experience in office, bookkeeping, accounting, or general administrative work/or equivalent education.
- Experience in an educational environment.
- Experience with Student Management Systems (PeopleSoft).

PHYSICAL REQUIREMENTS

- Work is performed in an office environment with frequent interruptions and background noise.
- Work is sedentary.
- Move up to 25 lbs. occasionally for student services events.
- Occasional kneeling, stooping, crouching, crawling, and climbing.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequent oral and auditory communication with others.

CONDITIONS OF EMPLOYMENT

- Full-time schedule (12 months, 40 hours a week).
- 6-month probationary period.
- This position is overtime eligible.
- May require local or regional travel.
- Criminal background check is required.
- This position is covered under a collective bargaining agreement. Membership is optional.

Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the district to sponsor an H1-B visa. In addition, the Spokane Colleges maintain a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and

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promote a multicultural work and education environment.

Prior to a new hire, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position. Once an applicant is chosen for a position, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.

Benefits Information

Medical, dental, life and long term disability insurance benefits are provided as currently administered under Public Employees Benefits Board; WA State Retirement Plan; vacation and sick leave begin to accrue at the rate of one (1) day per month, upon employment. (For positions that are less than full time, leave accruals will be prorated to the percentage of the position.) This position is designated a bargaining unit position and union membership is not a condition of employment. Leave accruals and usage are governed by the WFSE collective bargaining agreement.

Public Employees Benefits Board

Additional benefits information

Required Application Materials

To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:

- Cover letter - addressing your qualifications relevant to the responsibilities of this position.
- Resume.
- References - the names, addresses, and phone numbers of three professional references.

For questions regarding a job application or the hiring process, or if you require an accommodation during the application or interview process, please contact HR at CCS.Recruiter@ccs.spokane.edu.

Equal Opportunity Institution

Spokane Colleges does not discriminate in its programs, activities and employment on the basis of race, creed, color, religion, national or ethnic origin, age, sex, marital status, pregnancy, pregnancy related conditions, parental status or families with children, status as a mother breastfeeding their child, AIDS/HIV or hepatitis C, honorably discharged veteran status, sexual orientation, gender identity or expression, disability, use of a trained guide dog or service animal by a person with a disability, genetic

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information, or any other legally protected category.

Direct all inquiries or grievances regarding access, Title IX, ADA, equal opportunity compliance, and/or grievances to:
Fred Davis | Chief Human Resources Officer
Spokane Colleges
P.O. Box 6000, MS1004
Spokane, WA. 99217-6000
509-434-5040

To apply, please visit: https://careers.ccs.spokane.edu/jobs/program-support-supervisor-2-spokane-washington-united-states

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff
Community Colleges of Spokane

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