

Instructional Support Services Coordinator - Program
Coordinator
Community Colleges of Spokane

Direct Link: <https://www.AcademicKeys.com/r?job=256105>

Downloaded On: May. 1, 2025 4:54am

Posted Apr. 22, 2025, set to expire May 5, 2025

Job Title	Instructional Support Services Coordinator - Program Coordinator
Department	District Inst Res & Grants
Institution	Community Colleges of Spokane Spokane, Washington
Date Posted	Apr. 22, 2025
Application Deadline	05/05/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description

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Instructional Support Services Coordinator - Program Coordinator

Community Colleges of Spokane

Location:CCS District Office Spokane

Department:District Inst Res & Grants

Salary Range: \$3,477 - \$4,632

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Starting salary for this position is: \$3,477 (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 Colleges is comprised of two accredited colleges, Spokane Community College (SCC) and Spokane Falls Community College (SFCC) serving Spokane, Stevens, Whitman, Ferry, and Pend Oreille Counties, as well as portions of Lincoln County.

Both colleges are accredited by the Northwest Commission on Colleges and Universities and governed by the Washington State Board of Community and Technical Colleges.

Applications will be accepted until 4:00 p.m. PST on 05/05/2025. 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 Instructional Support Services Coordinator - Program Coordinator

JOB SUMMARY

Under general direction of the Spokane Colleges' (District) Chief Financial Officer, the Instructional Support Services (ISS) Coordinator supports district curriculum processes, including catalog creation and database maintenance, dual enrollment program processes, and provides general support to departments located within the District Business and Finance Office.

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CHARACTERISTIC DUTIES AND RESPONSIBILITIES

General Duties

- Respond to inquiries and provide information regarding Spokane Colleges' rules, regulations, policies, procedures, and department services. Provide back-up administrative support, including answering phones and emails. Receive and refer visitors. *
- Coordinate internal financial transactions for closed captioning requests. Bill the correct budget numbers based on captioning provided. Provide departments with spending reports. Pay vendor invoices. *
- Order, receive, and maintain inventory for the business office. *
- Represent Instructional Support Services as a subject matter expert and as a liaison in the ongoing work of the ctcLink system and course catalog. *
- Work with the online student success coaches to complete a yearly audit of all Spokane Colleges' online degree programs and pathways. *

Program Documentation

- Review documents, records, or applications for completeness, accuracy, and compliance with rules. Determine and explain the action necessary to achieve compliance or approval. *
- Draft official operating procedures and related documentation. *
- Ensure a variety of District publications contain accurate information to include: curriculum updates, transfer degree worksheets, and Spokane Colleges' catalog. *
- Maintain and update Spokane Colleges' catalog, transfer degree worksheets, Institutional Research, Institutional Review Board (IRB), and related webpages. *
- Maintain a database of articulation agreements and track implementation and completion dates for K-12 and University Programs. *
- May devise, evaluate, and revise District forms for internal use.
- May work with the college Vice President of Instruction Offices to maintain records, such as academic and student services policies. Maintain electronic and manual files following retention schedule guidelines.

Program Support

- Provide logistical assistance as needed for events sponsored by Spokane Colleges. *
- Review historical program schedules for online offerings. *

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- Support campus Running Start offices by providing monthly enrollment reports, data validation, and acting as a liaison between colleges and high schools. *
- Assist campuses with Running Start coding during peak times. *
- Support business office staff in preparation and reconciliation of Running Start purchases, contract billings, invoices, etc. *
- Manage Running Start SharePoint folders, webpage, and provide folder access to high schools. *

Other Duties

- May direct the work of part-time and/or work-study students.
- May serve on state and local committees and participate in meetings.
- 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 Spokane Colleges' strategic plan and perform related duties as required. *

**Indicates this is an essential duty.*

COMPETENCIES

- Action Oriented
- Optimizes Work Processes
- Ensures Accountability
- Drives Results
- Collaborates
- Values Differences
- Communicates Effectively
- Instills Trust
- Demonstrates Self-Awareness
- Self-Development
- Nimble Learning
- Situational Adaptability

Learn more about [our competencies](#).

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MINIMUM QUALIFICATIONS

- Ability to resolve problems and recommend alternative courses of action.
- Ability to maintain a high level of confidentiality.
- Excellent communication skills both orally and in writing.
- Excellent proofreading and filing skills.
- Excellent project management skills and the ability to manage multiple projects with conflicting deadlines.
- Ability to accurately assemble information for publications such as the Spokane Colleges catalog.
- Ability to use computer software related to an office environment.
- Excellent customer service skills.
- Ability to make independent decisions in the absence of the supervisor.

DESIRED QUALIFICATIONS

- Associate degree or higher from an accredited institution.
- Experience with ctcLink (PeopleSoft).
- Knowledge of dual enrollment programs, such as Running Start and College in the High School.
- Experience working in a community college environment.

PHYSICAL REQUIREMENTS

- Work is performed in a normal, temperature-controlled office environment.
- Work is sedentary in nature.
- Frequent use of computers and exposure to terminal screens.
- Work in a semi-open office setting with frequent interruptions and background noise.
- Work directly with students/clients.
- Work involves constant interruptions and requirement to answer on demand questions by phone, in person, or electronically.
- Frequent oral and auditory communication with others.

CONDITIONS OF EMPLOYMENT

- Full-time schedule (12 months, 40 hours per week).
- This position is overtime eligible.

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- 6-month probationary period.
- Requires local or regional travel.
- Criminal background check 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 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

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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 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/instructional-support-services-coordinator-program-coordinator-spokane-washington-united-states>

Contact Information

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

Contact

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