



Chief Operations Officer Job Description (Exempt)

I. SUMMARY

The COO has full authority and responsibility to plan, staff, direct, and coordinate the direction of the business and clinical administration of the College. The COO oversees and directs assigned officers and office personnel in the performance of their duties. S/he represents the college with other organizations, agencies, and the general public.

II. EDUCATION AND EXPERIENCE

Education:

Bachelor's degree from an accredited college/university in business administration; or a combination of education and management experience.

Experience:

Minimum of five (5) years' proven work experience in a senior management position. Possess valuable insight into policy and procedure development and implementation; experience directing the development, implementation and evaluation of college goals.

III. WORKING CONDITIONS

Environmental/Working Conditions:

Will perform duties in an office environment during hours of operation. Must be willing to work flexible schedule and travel as necessary.

Physical and Mental Effort:

Prolonged sitting required, but may be required to do some standing, bending, and lifting; near visual acuity to review written documentation; ability to hear and understand speech at normal room levels and on the telephone; manual dexterity to operate a telephone and keyboard; ability to work under demanding conditions to meet deadlines and make quick, accurate decisions; also maintain flexibility in doing required tasks, as well as handle stressful situations in a calm and courteous manner at all times.

Transportation:

Must have reliable transportation; valid driver's license and current auto liability insurance.

IV. QUALIFICATIONS

Ability to:

- Plan ways to solve problems, meet needs, and make improvements in the quality of business operations
- Promote the mission and vision of the college
- Motivate team members to work together to achieve goals
- Remain composed and professional during emotionally-charged or stressful situations
- Negotiate contracts and agreements for provision of services for reimbursement
- Provide excellent oral communication and writing skills to provide clear, concise and grammatically correct documents, reports and correspondence.
- Excellent interpersonal skills to interact with diverse constituents.
- Strong organizational and analytical skills.
- Required to maintain a high level of confidentiality of student records.
- Strong attention to detail and accuracy.

V. ESSENTIAL FUNCTION STATEMENT

Essential responsibilities and duties may include, but are not limited to the following:

Essential Job Duties:

- Monitor individual student progress and perform proactive advising outreach to discuss academic issues, program completion, and career goals to support retention while ensuring compliance to standards, policies and procedures.
- Collaborate with the college community, including campus meetings and departmental committees, to support students' educational experience resulting in action plans leading to student persistence.
- Maintain and review student records, update student database information, conduct data analysis, and respond to requests for information.
- Support student enrollment efforts through collaboration with college partner offices.
- General understanding of curriculum for degree, credential and certificate programs.
- Working knowledge of General Education and transfer requirements, with demonstrated ability to critically evaluate student records and transcripts.
- Demonstrated knowledge of academic advising theories and principles.
- General knowledge of enrollment management and retention best practices and the ability to apply them to an adult learning environment.
- Working knowledge of student information systems as related to student records and advising.

VI. KEY COMPETENCIES

- **Job Knowledge**
- **Leadership**
- **Strong, Well-Developed verbal and written Communication Skill**
- **Problem Solving/Decision Making**
- **Strategic Planning**
- **Organization Planning and Control**
- **Resource Management**
- **Business Acumen**
- **Developing Direct Reports**
- **Dealing with Ambiguity**
- **Negotiating Skills**

VII. STATEMENT OF UNDERSTANDING & CONFIDENTIALITY

I have read the above job description and essential functions. I understand and agree to carry out these responsibilities as assigned. I understand and acknowledge that nothing contained in this job description may be construed as limiting the employer's right to discipline or terminate my employment at any time for failure to perform satisfactorily.

I also understand and acknowledge that as an employee, I am expected to maintain confidentiality of any information I may receive during the course of my employment. I agree to not divulge any information to an unauthorized person and said information shall remain confidential at all times during and after my employment.

I understand any breach of confidentiality could result in immediate termination of employment.