



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

PROGRAM SERVICES COORDINATOR - DEGREE AUDIT

A Classified Position

[Grade 27 – Salary Schedule 60](#)

A. General Statement

Under direction, the Program Services Coordinator - Degree Audit, performs the evaluation of incoming transcripts and district coursework for awarding of degrees and certificates and maintaining functionality of the degree audit system to ensure accuracy of all aspects of the program. A high degree of independent judgment and creativity is required to adequately represent the college and program, to serve as a technical resource person for the program, and to design original program components and services. Public contact is extensive and includes students, staff, other educational institutions, community and business representatives, governmental agencies, and the general public for the purpose of exchanging program information and services. Consequences of errors in judgment can be costly in public relations, staff and employee time; however, management controls and prescribed procedures limit the risk of serious consequences. The Program Services Coordinator – Degree Audit can train and lead the work of other clerical staff, volunteers, and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with students, faculty, staff, other educational institutions, governmental agencies, and the general public regarding policies and procedures, confidential and other records, and services, programs and activities
2. Performs the complex and technical task of modifying, updating, and maintaining the computerized degree audit system
3. Reviews performance metrics of the degree audit system to ensure accuracy, functionality and reliability
4. Evaluates incoming academic transcripts for equivalent SMCCCD courses using ASSIST and College Source
5. Analyzes and authenticates course level, content, and unit values of transfer coursework

6. Enters appropriate transfer equivalencies into the degree audit computer system
7. Certifies fulfillment of degree, certificate, IGETC and CSUGE requirements
8. Posts degrees and other information such as academic honors, service learning, etc. on permanent academic records (transcripts)
9. Generates graduation, certificate and other statistical reports as requested
10. Processes credit by examination grades
11. In consultation with departments and faculty, interprets and applies college catalog, district and college policies and procedures as related to degree and certificate requirements
12. Recommends changes to the college catalog
13. Updates and maintains procedural documentation of degree audit system
14. Trains, schedules, and monitors the work of staff as assigned
15. Provides assistance to staff with resolution of more complex issues
16. Participates in college and district committee assignments
17. Performs other related duties as assigned

C. Requirements

1. Bachelor's degree in business administration, sociology, human resources, or a closely related field
2. Successful experience of increasing responsibility, preferably in educational enrollment services
3. Extensive public contact experience that has demonstrated respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Experience with program planning, implementation, and evaluation
5. Experience with training and leading the work of others
6. Experience with research, formatting, assessment and preparation of data for reports and other materials
7. Experience with the use of a variety of computer software to track and monitor data
8. Demonstrated skills in oral and written communication, including public speaking
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires individual, small and large group interaction; patience, tact and sensitivity; good memory and attention to details; multiple-tasking and prioritization; flexibility and adaptability; data analysis and comparison; oral and written communication; and team work in order to perform essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of community college courses, curriculum, graduation and transfer requirements; familiarity with community college credit evaluation policies and procedures.

2. Knowledge of state colleges and universities and general education requirements; knowledge of applicable and available community, business, governmental and educational resources
3. Skill in establishing and maintaining respectful and sensitive working relationships with people who are diverse in their cultures, language groups and abilities
4. Skill in establishing and maintaining effective and efficient working relationships
5. Skill in training, directing and coordinating the work of others
6. Skill in interpreting and explaining rules, regulations, procedures and policies regarding transcript evaluation, graduation, degree and transfer requirements
7. Skill in using a database and a variety of computer software to enter, modify, format and retrieve complex data
8. Ability to analyze and solve computer program software issues
9. Skill in oral communication, including public speaking
10. Skill in written communication
11. Skill in interviewing, assessment and evaluation
12. Skill in researching, compiling, and formatting a variety of statistical and other data reports
13. Ability to lead and participate in effective and efficient customer service work teams
14. Ability to work independently with little direction, including the ability to prioritize assigned tasks

(9/2013)