

# Fayetteville Technical Community College ORGANIZATIONAL HANDBOOK

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Proponent: Vice President for Human Resources

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*Fayetteville Technical Community College  
P.O. Box 35236  
Fayetteville, North Carolina 28303-0236  
(910) 678-8400*

Fayetteville Technical Community College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees, diplomas and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Fayetteville Technical Community College. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard.



# FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

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- IV-8.8 Applications Development Manager
- IV-8.9 MIS Support Manager
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- IV-8.11 Plant Operations Facilitator
- IV-8.12 Procurement Manager
- IV-8.13 Programmer/Analyst
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- IV-9.4 Grant Coordinator
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- IV-10.4 Employee Benefits Specialist
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- IV-11.6 Housekeeping Shift Leader
- IV-11.7 Instructional Designer
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- IV-11.10 Payroll Supervisor
- IV-11.11 Print Shop Supervisor
- IV-11.12 Property Control and Services Supervisor
- IV-11.13 Security Operations Officer (Captain)
- IV-11.14 Security Shift Leader (Lieutenant)
- IV-11.15 Security Shift Supervisor (Sergeant)
- IV-11.16 Web Master

**IV-12 EDUCATIONAL**

- IV-12.1 Child Care Teacher Assistant (Early Childhood Education Center)
- IV-12.2 Child Care Lead Teacher (Early Childhood Education Center)
- IV-12.3 Child Care Teacher (Early Childhood Education Center)
- IV-12.4 Department Chair
- IV-12.5 Division Chairperson
- IV-12.6 Faculty (Continuing Education)
- IV-12.7 Faculty (Curriculum Programs)
- IV-12.8 Success Center Facilitator/Instructor

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- IV-13.1 Admissions Evaluator
- IV-13.2 Admissions Evaluator/Testing Administrator
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- IV-13.4 Counselor (Special Populations)
- IV-13.5 Family Support Services Associate
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- IV-13.7 Recruiter
- IV-13.8 Registrar/Continuing Education
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- IV-14.5 Career Technician
- IV-14.6 Data Management Technician
- IV-14.7 Environmental Services Technician
- IV-14.8 Equipment Control Technician
- IV-14.9 Grounds Technician
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- IV-14.16 Print Shop Illustrator/Layout Technician
- IV-14.17 Print Shop Technician I
- IV-14.18 Print Shop Technician II
- IV-14.19 Purchasing Technician
- IV-14.20 Senior Accounts Technician
- IV-14.21 Senior Audio Visual Technician
- IV-14.22 Senior Network Communications Technician
- IV-14.23 Systems Administrator Technician
- IV-14.24 Telephone Systems Technician
- IV-14.25 Veterans Services Technician
- IV-14.26 Warehouse Technician

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- IV-15.2 Administrative Assistant to the Vice President  
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- IV-15.3 Assistant Registrar/Curriculum
- IV-15.4 Bookstore Assistant
- IV-15.5 Library Assistant
- IV-15.6 Public Relations and Marketing Assistant
- IV-15.7 Senior Bookstore Assistant
- IV-15.8 Senior Library Assistant

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- IV-16.1 Administrative Secretary
- IV-16.2 Executive Secretary
- IV-16.3 Mail Distribution Clerk
- IV-16.4 Records Clerk
- IV-16.5 Secretary I

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- IV-17.2 Food Service Helper
- IV-17.3 Groundskeeper
- IV-17.4 Housekeeper
- IV-17.5 Housekeeper (Maid)
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Accounts Technician	IV-14.1
Accounts Technician (Student Financial Aid Services)	IV-14.2
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Assistant Director of Student Financial Aid Services	IV-8.5
Assistant Registrar/Curriculum	IV-15.3
Associate Vice President for Continuing Education	IV-6.1
Associate Vice President for Curriculum Programs	IV-6.2
Associate Vice President for Off-Campus Programs	IV-6.3
Associate Vice President for Student Services	IV-6.4
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Auxiliary Services Coordinator	IV-9.1
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Director of Budgets and Financial Systems	IV-7.5
Director of Cape Fear Botanical Garden	IV-7.6
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Director of Counseling Services	IV-7.8
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Director of Management Information Services	IV-7.16
Director of Media Services	IV-7.17
Director of Public Safety and Security	IV-7.18
Director of Student Activities	IV-7.19
Director of Student Financial Aid Services	IV-7.20
Director of Success Center	IV-7.21
Director of Technology Innovation and Applications	IV-7.22
Division Chairperson	IV-12.5
Educational Television Programming Coordinator	IV-9.3
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Instructional Designer	IV-11.8
Instructional Lab Technician Instructional Lab Technician (Biology) Instructional Lab Technician (Horticulture)	IV-14.10
Instructional Labs Supervisor	IV-11.9
Lab Technician	IV-14.11
Librarian	IV-13.6
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Maintenance Supervisor	IV-11.10
Maintenance Technician I	IV-14.12
Maintenance Technician II	IV-14.13
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Media Production Specialist	IV-10.5
MIS Support Manager	IV-8.9
Network Administrator	IV-8.10
Payroll Supervisor	IV-11.11
Plant Operations Facilitator	IV-8.11
President	IV-4.1
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Program Coordinator ABE/ESL/Family Literacy AHS/GED/Citizenship Basic Skills Student Services BLET - Instructor/Coordinator Community Services Electronic Commerce EMS Training Extension Education Fire/Aircraft Training Focused Industrial Training Fort Bragg Training HRD/Comp Ed/ABE NC Real Estate Program - Instructor/Coordinator Operations Management Safety Programs (Continuing Education) Small Business Center Workplace/ABE/Internet	IV-9.6
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Program Coordinator - Testing	IV-9.8
Programmer/Analyst	IV-8.13
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Public Relations and Marketing Assistant	IV-15.6
Purchasing Technician	IV-14.19
Records Clerk	IV-16.4
Recruiter	IV-13.7
Registrar/Continuing Education	IV-13.8
Registrar/Curriculum	IV-13.9
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Secretary II	IV-16.6
Secretary to the President	IV-16.7
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<b>JOB TITLE</b> (Organizational Charts Job Titles)	<b>ORGANIZATIONAL HANDBOOK</b> Section Number
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Senior Accounts Technician	IV-14.20
Senior Audio Visual Technician	IV-14.21
Senior Bookstore Assistant	IV-15.7
Senior Library Assistant	IV-15.8
Senior Media Production Specialist	IV-10.6
Senior Network Communications Technician	IV-14.22
Senior Secretary	IV-16.8
Success Center Facilitator/Instructor	IV-12.8
Switchboard Operator	IV-16.9
Systems Administrator	IV-8.14
Systems Administrator Technician	IV-14.23
Telephone Systems Technician	IV-14.24
Veterans Services Coordinator	IV-9.9
Veterans Services Technician	IV-14.25
Vice President for Academic and Student Services	IV-5.1
Vice President for Administrative Services	IV-5.2
Vice President for Business and Finance	IV-5.3
Vice President for Human Resources	IV-5.4
Vice President for Institutional Advancement	IV-5.5
Vice President for Learning Technologies	IV-5.6
Vice President for Legal Services and Risk Management	IV-5.7
Warehouse Technician	IV-14.26
Web Master	IV-11.17



## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### *IV ORGANIZATIONAL HANDBOOK*

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#### ***IV-1 FOREWORD***

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Fayetteville Technical Community College is committed to providing quality education to the citizens of the greater Fayetteville area through the strength of its programs and the expertise and dedication of its personnel. The organizational structures and position descriptions contained in this manual have been established to ensure that the FTCC organizational plan and position responsibilities are clearly delineated and that all employees are treated in a fair and equitable manner.

As a public institution, Fayetteville Technical Community College offers excellent employee fringe benefits through its insurance and retirement programs and leave benefits. College facilities are modern and support services are excellent.

For over three decades, Fayetteville Technical Community College has upheld high educational standards and has contributed significantly to the growth of the area. We are proud of this tradition. Each employee, as a member of the FTCC organization, is expected to uphold these high standards by performing his/her job in a dedicated, professional manner and by personally reflecting a positive attitude.





## ***IV-2 NONDISCRIMINATION STATEMENT***

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The Board of Trustees and the administration of Fayetteville Technical Community College are fully committed to the principles and practice of equal employment and educational opportunities. Accordingly, Fayetteville Technical Community College does not practice or condone discrimination, in any form, against students, employees, or applicants on the grounds of race, color, national origin, religion, sex, age, handicap, or political affiliation. Fayetteville Technical Community College commits itself to positive action to secure equal opportunity.

Fayetteville Technical Community College supports and adheres to the protection available to members of its community under all applicable Federal Laws including Titles VI and VII of the Civil Rights Act of 1964 and 1991, Title IX of the Education Amendments of 1972, Sections 799A and 845 of the Public Health Service Act, and Equal Pay and Age Discriminations Acts, the Rehabilitation Act of 1973, the Americans With Disabilities Act of 1990, and Executive Order 11375.

For information concerning these provisions, contact:

Audrey Berry  
Vice President for Human Resources/Affirmative Action Officer  
Fayetteville Technical Community College  
P.O. Box 35236  
Fayetteville, NC 28303



## ***IV-3 LISTING OF ORGANIZATIONAL CHARTS***

Section

Board of Trustees .....	IV-3.1
President .....	IV-3.2
Academic and Student Services .....	IV-3.3
Continuing Education .....	IV-3.3.1
Curriculum Programs .....	IV-3.3.2
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Early Childhood Education Center .....	IV-3.3.2.3
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Administrative Services .....	IV-3.4
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Print Shop .....	IV-3.4.5
Public Safety and Security .....	IV-3.4.6
Business and Finance .....	IV-3.5
Accounting, Procurement, and Accounts Receivable .....	IV-3.5.1
Auxiliary Services .....	IV-3.5.2
Budgets and Financial Systems .....	IV-3.5.3
Property Control and Services .....	IV-3.5.4
Human Resources .....	IV-3.6
Institutional Advancement .....	IV-3.7
Learning Technologies .....	IV-3.8
Legal Services and Risk Management .....	IV-3.9

# **BOARD OF TRUSTEES**

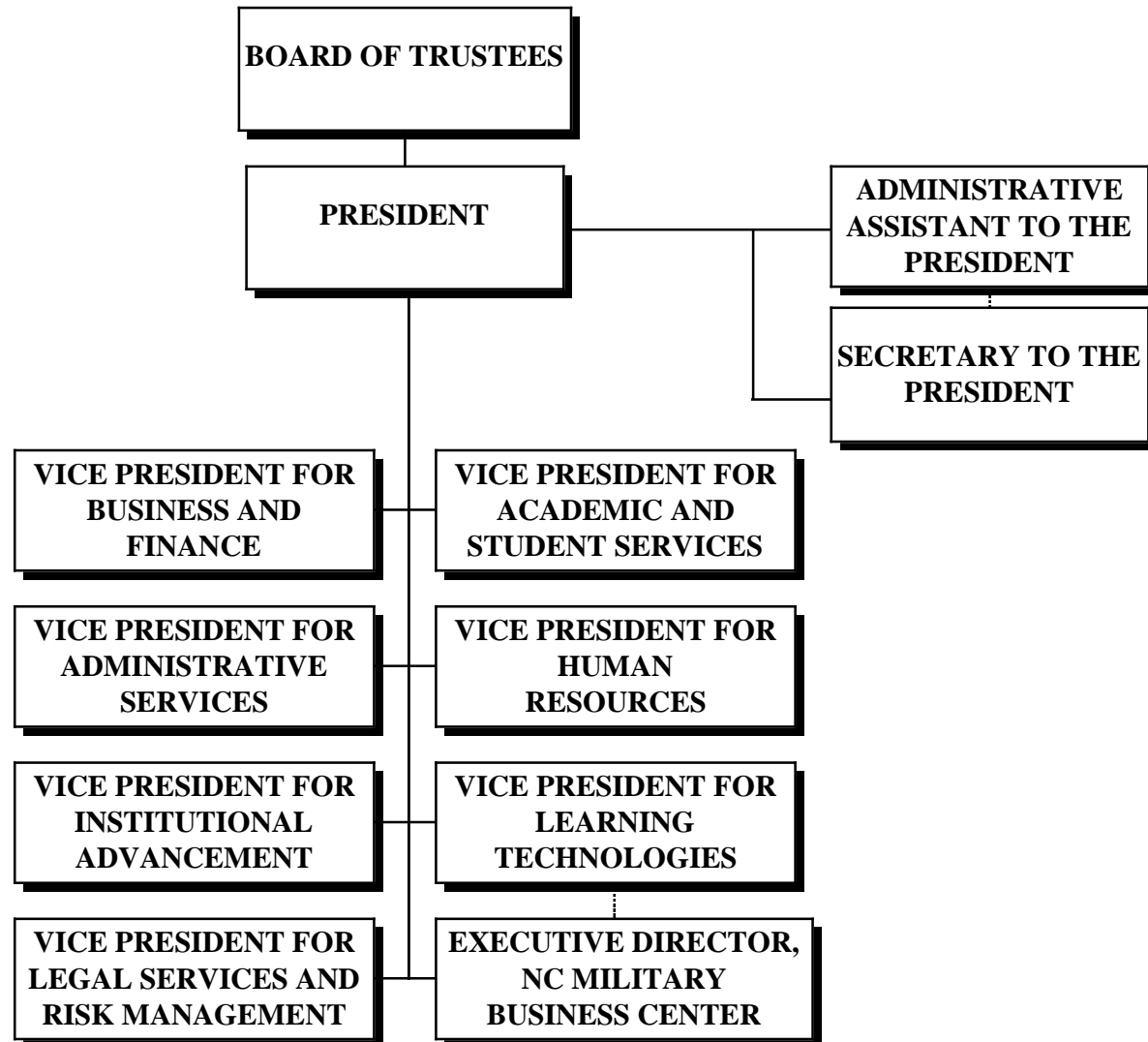
**BOARD OF TRUSTEES**

**12 Appointed Members**  
**1 Ex Officio Member - SGA President**

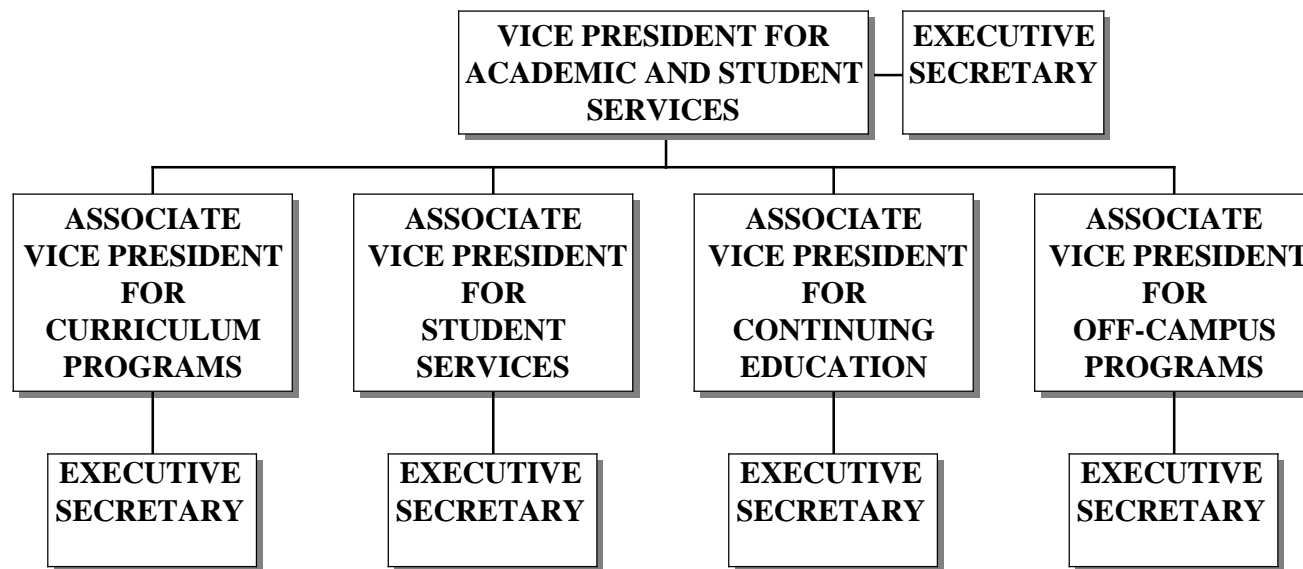
## **Board Committees**

**Building and Grounds**  
**Curriculum**  
**Finance**  
**Human Resources**  
**Planning**

# PRESIDENT

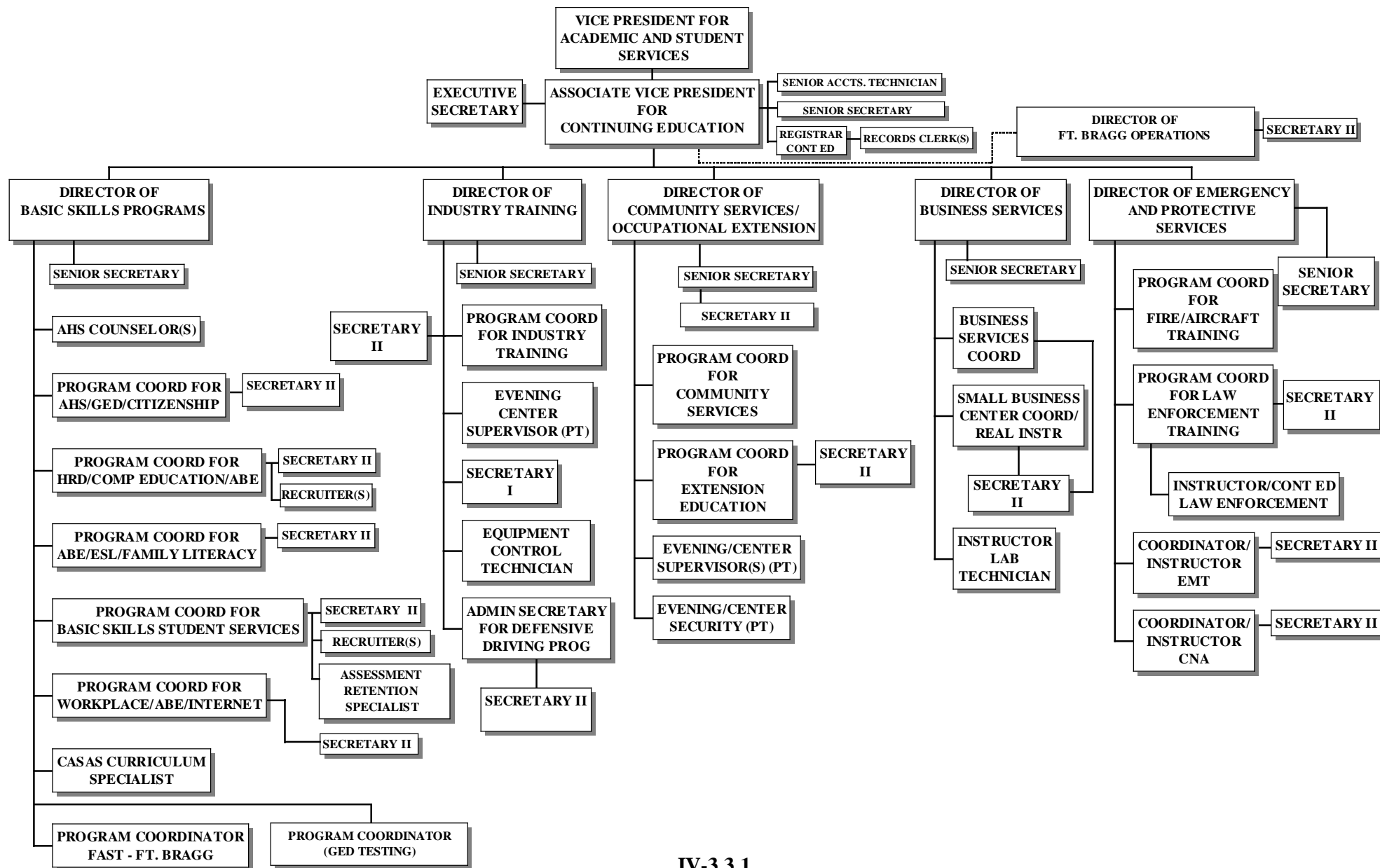


## ACADEMIC AND STUDENT SERVICES



# CONTINUING EDUCATION

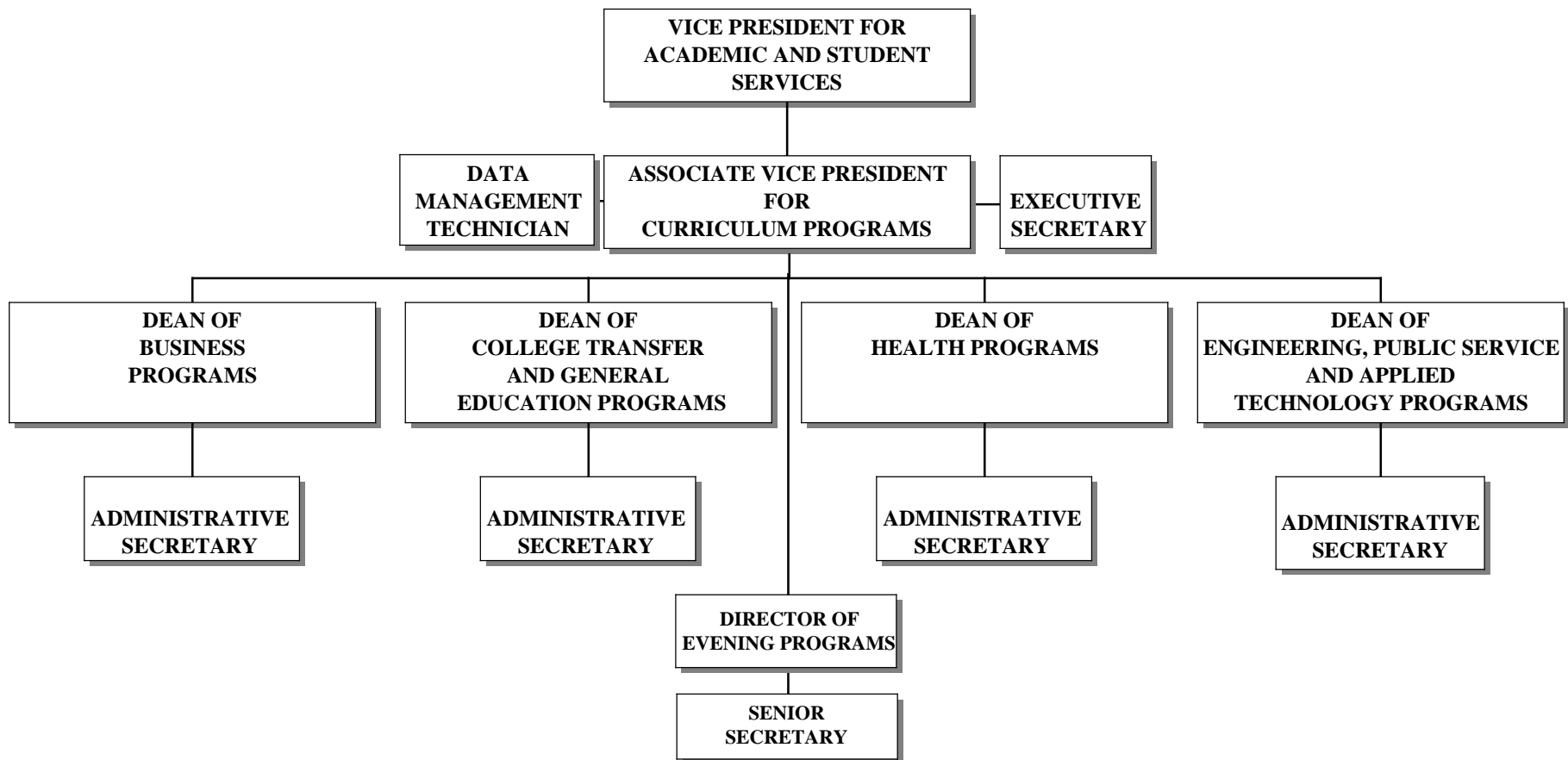
## Subchart - Academic and Student Services



IV-3.3.1

# **CURRICULUM PROGRAMS**

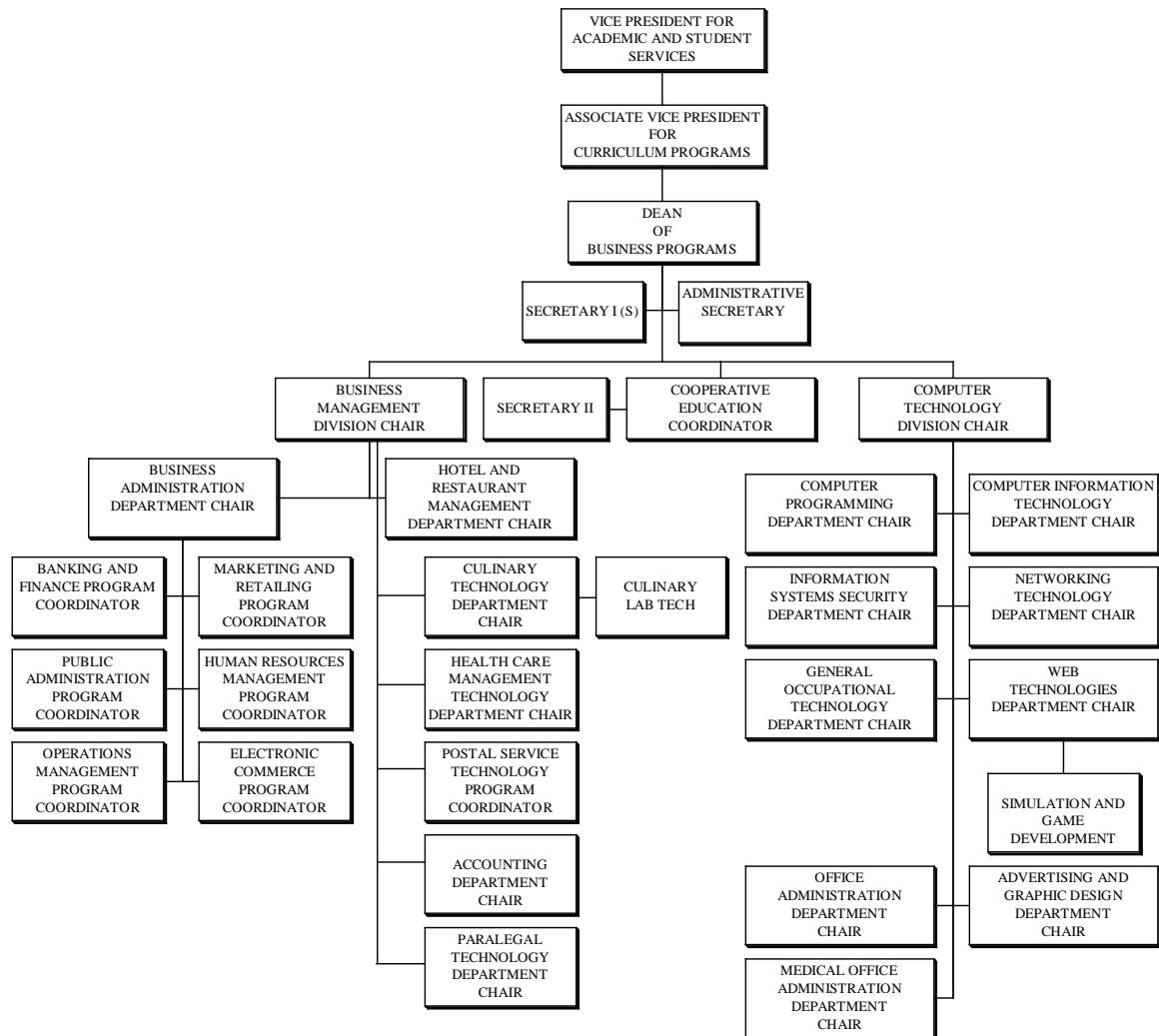
## **Subchart - Academic and Student Services**





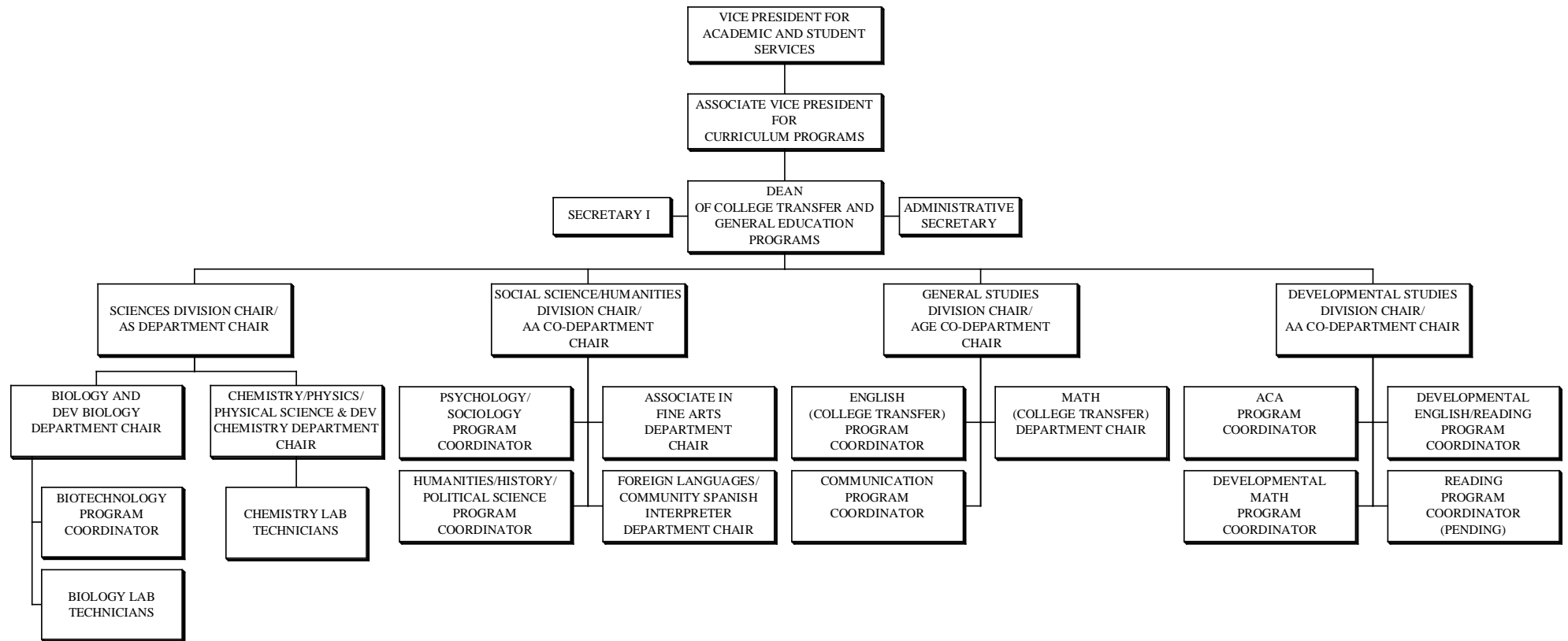
# BUSINESS PROGRAMS

## Subchart - Academic and Student Services/Curriculum Programs



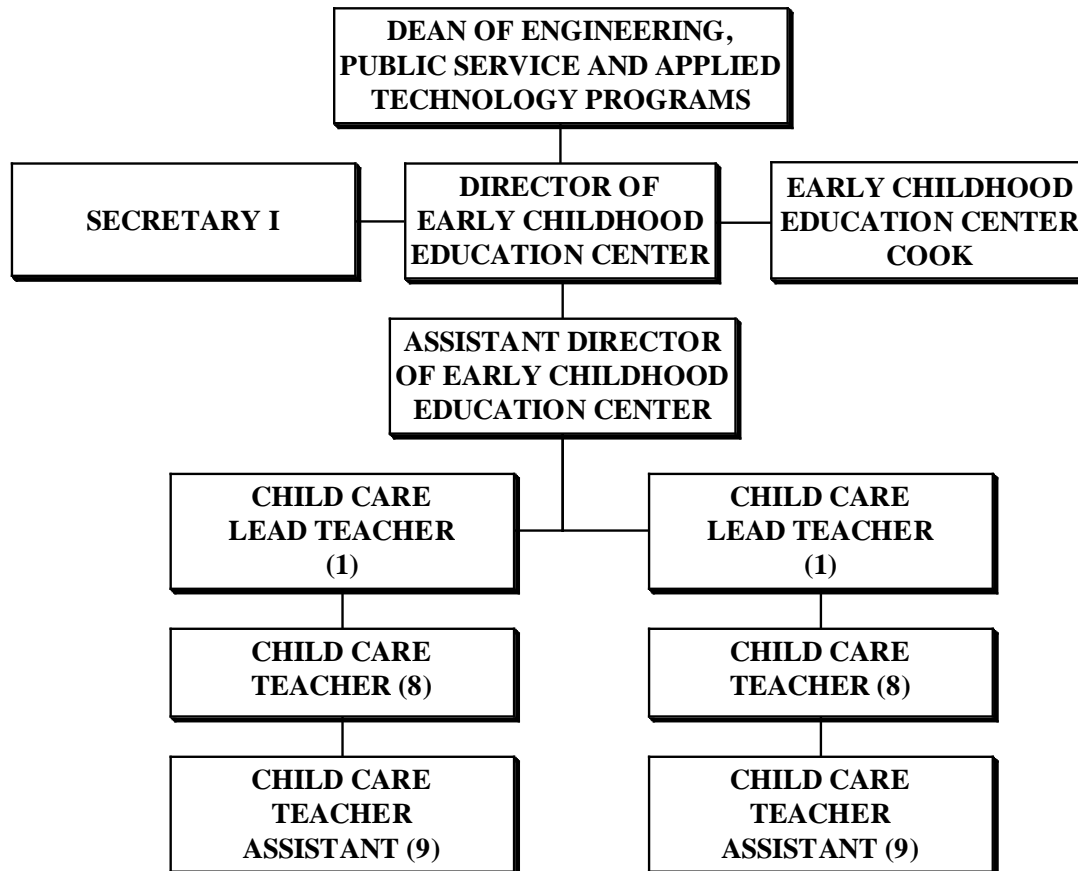
# COLLEGE TRANSFER AND GENERAL EDUCATION PROGRAMS

## Subchart - Academic and Student Services/Curriculum Programs



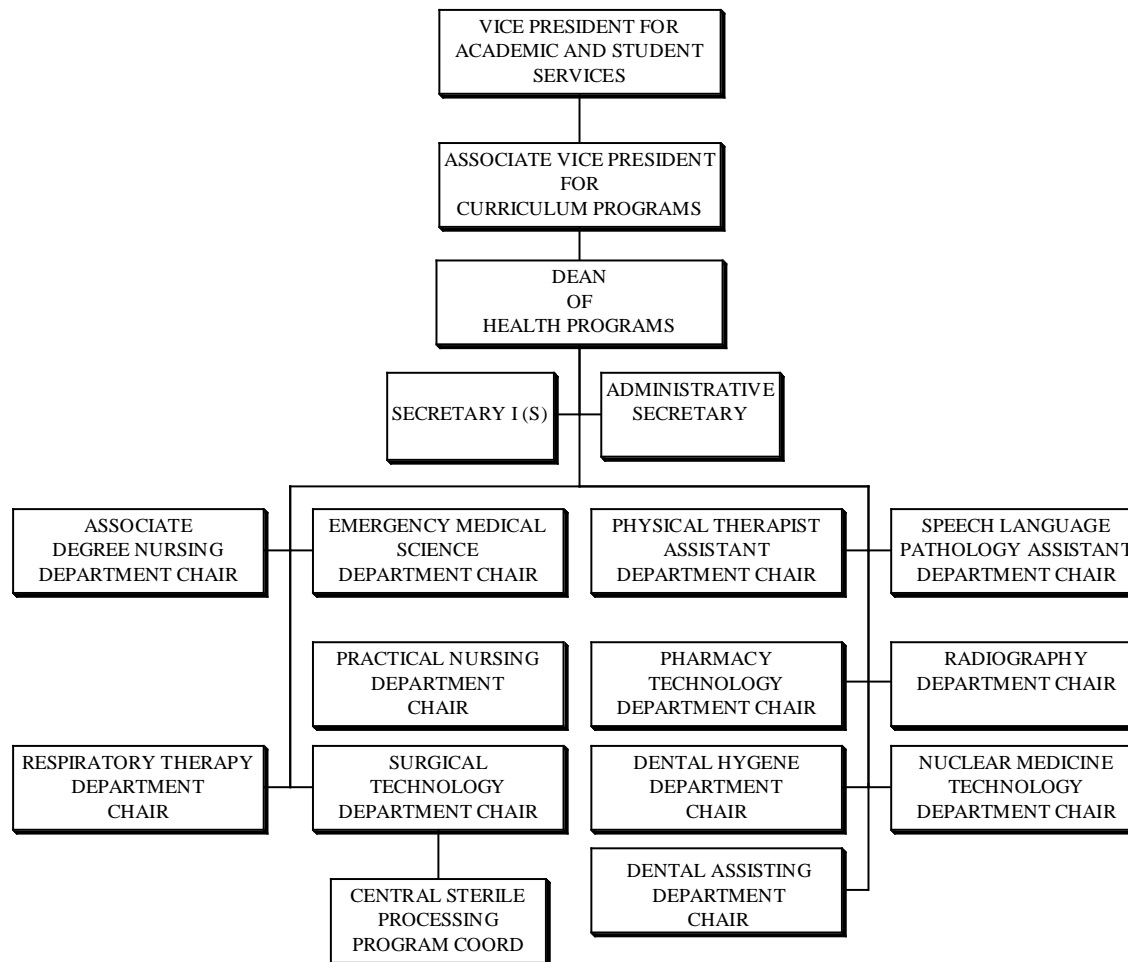
# **EARLY CHILDHOOD EDUCATION CENTER**

## **Subchart - Academic and Student Services/Curriculum Programs**



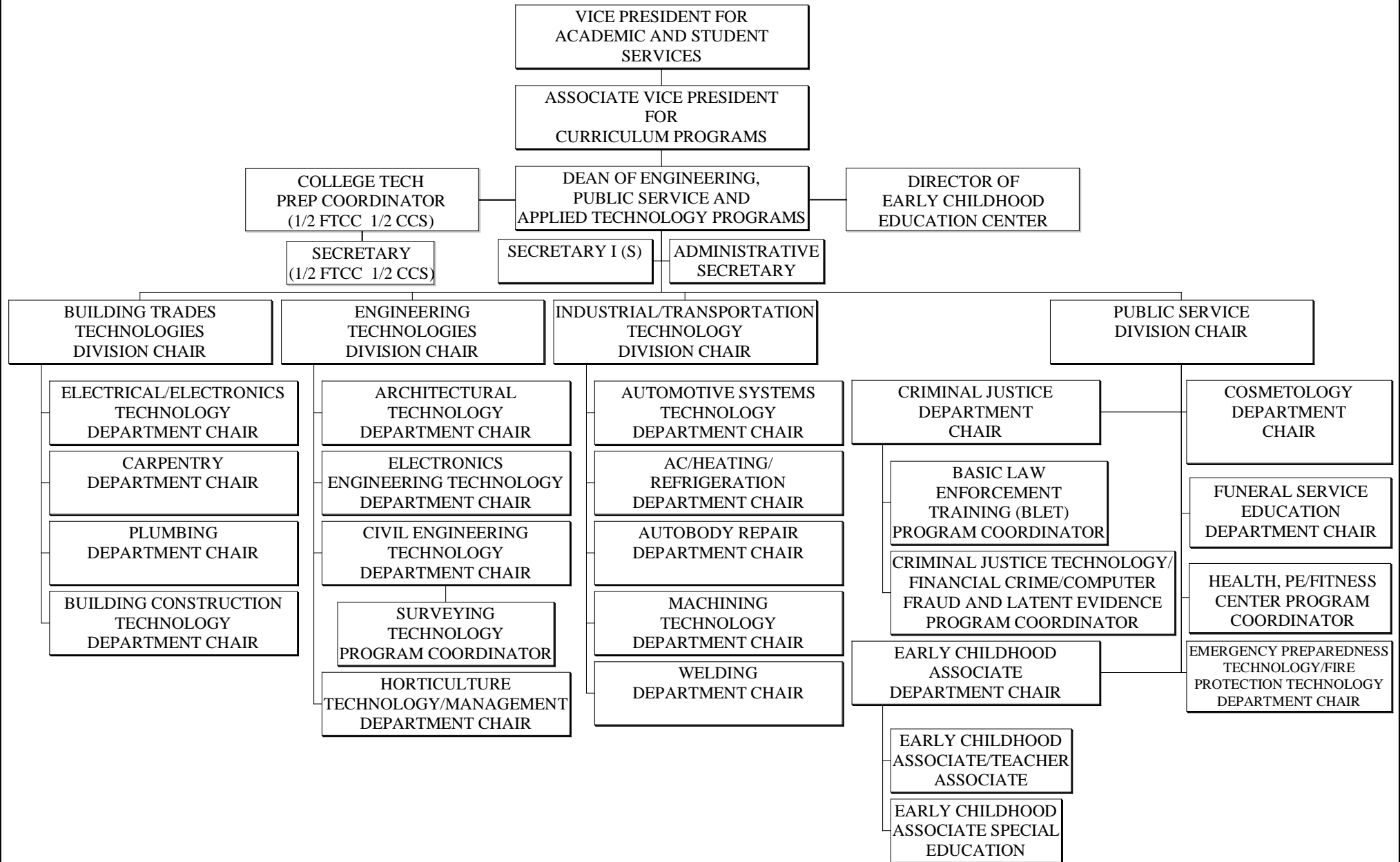
# HEALTH PROGRAMS

## Subchart - Academic and Student Services/Curriculum Programs



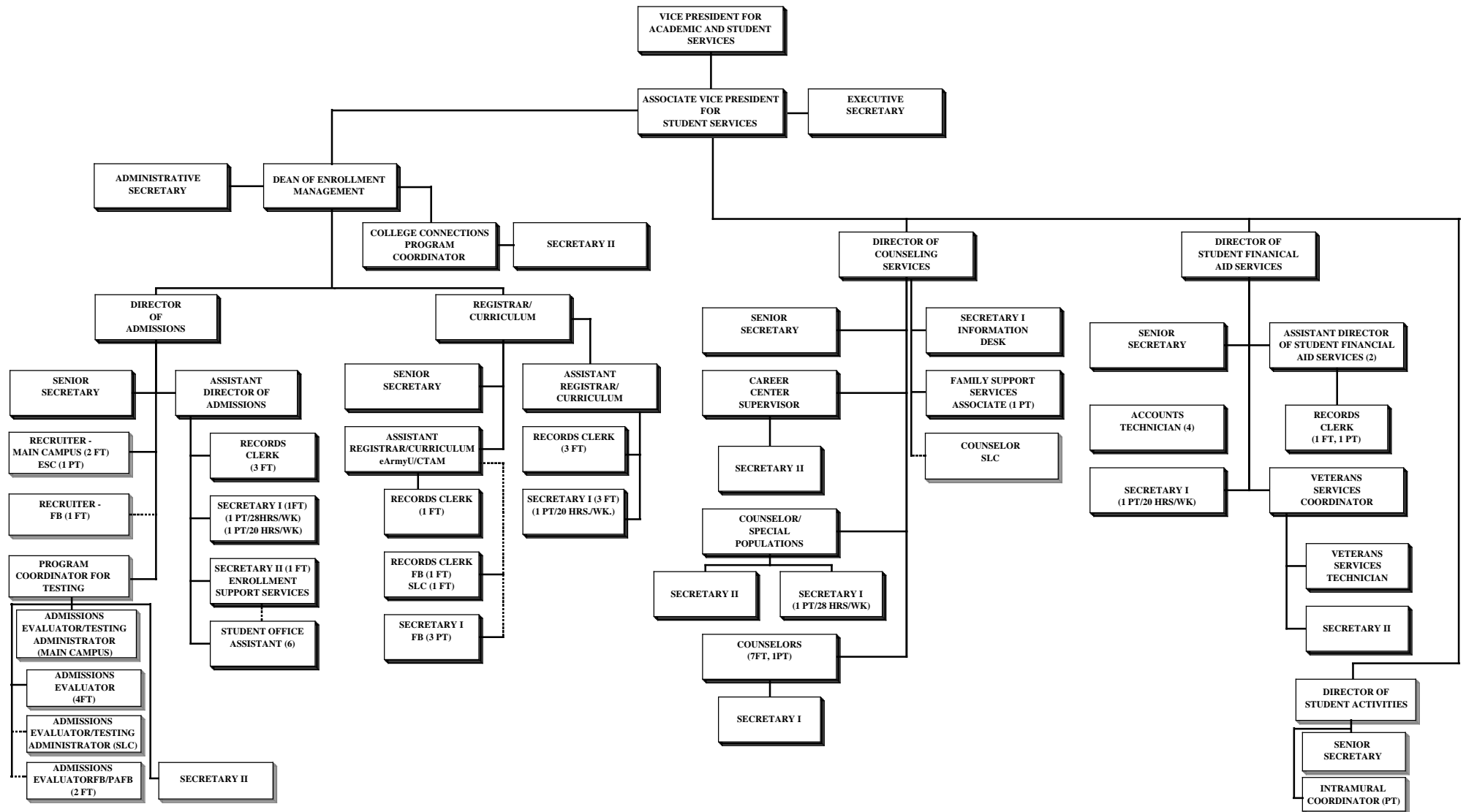
# ENGINEERING, PUBLIC SERVICE AND APPLIED TECHNOLOGY PROGRAMS

## Subchart - Academic and Student Services/Curriculum Programs



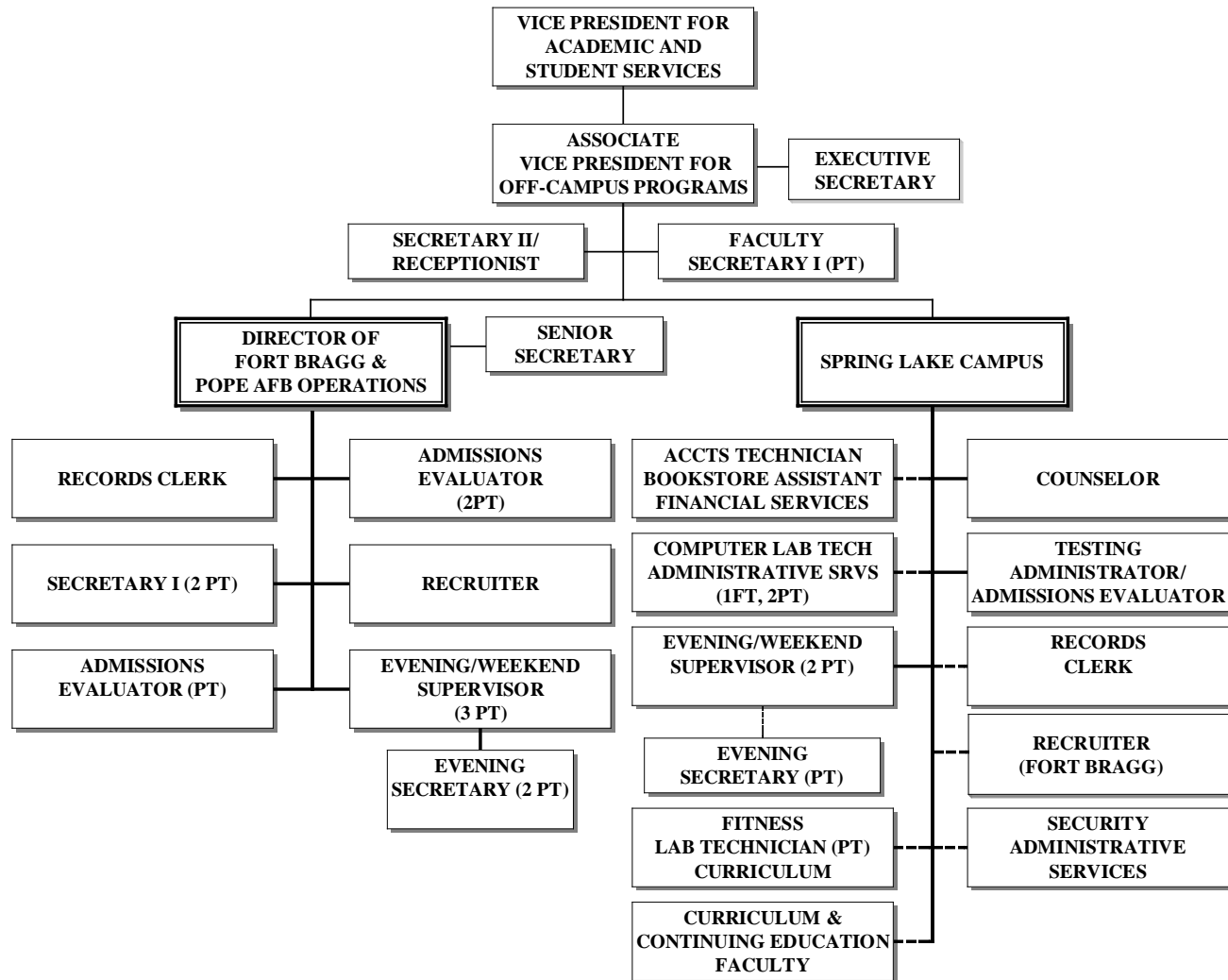
# STUDENT SERVICES

## Subchart - Academic and Student Services

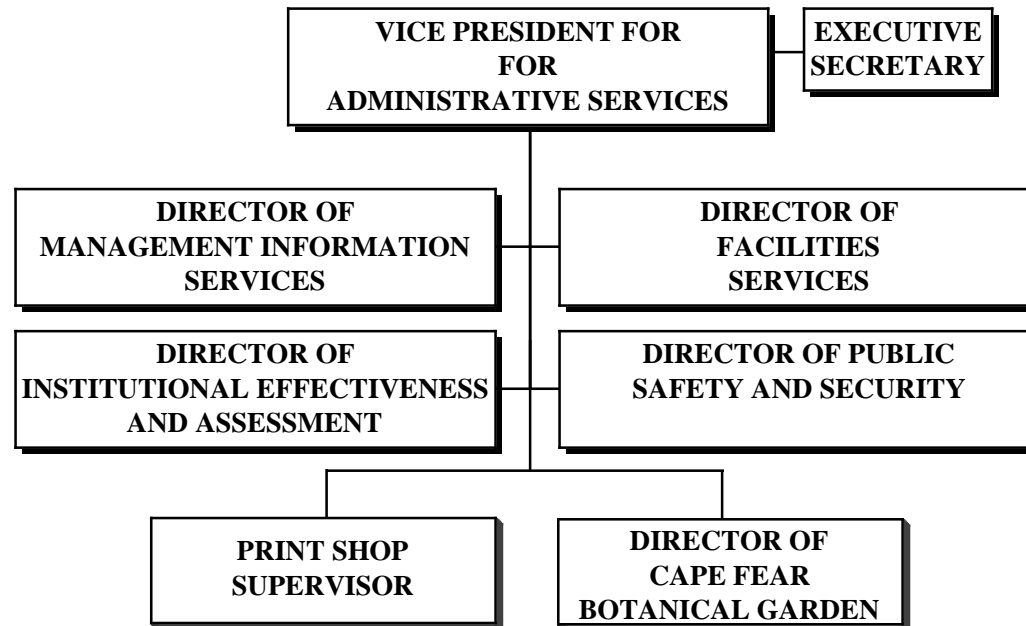


## OFF-CAMPUS PROGRAMS

### Subchart - Academic and Student Services



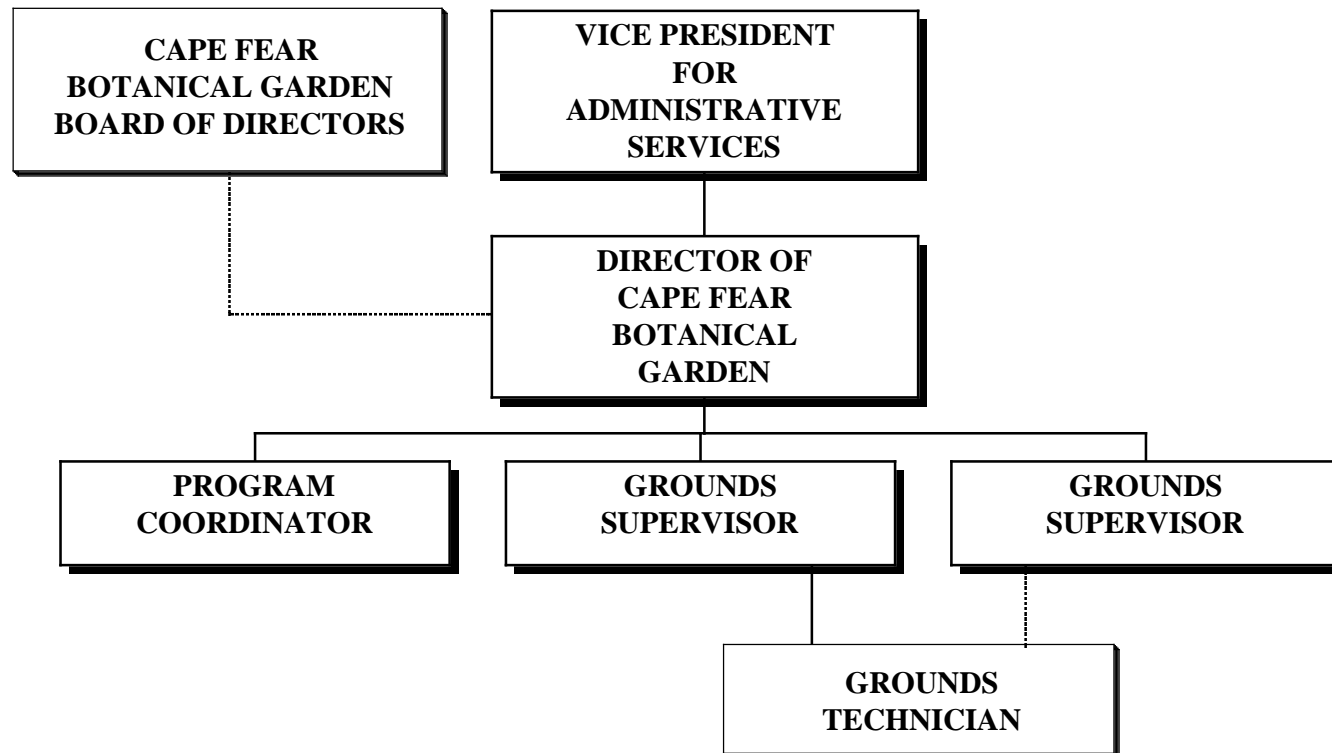
# ADMINISTRATIVE SERVICES





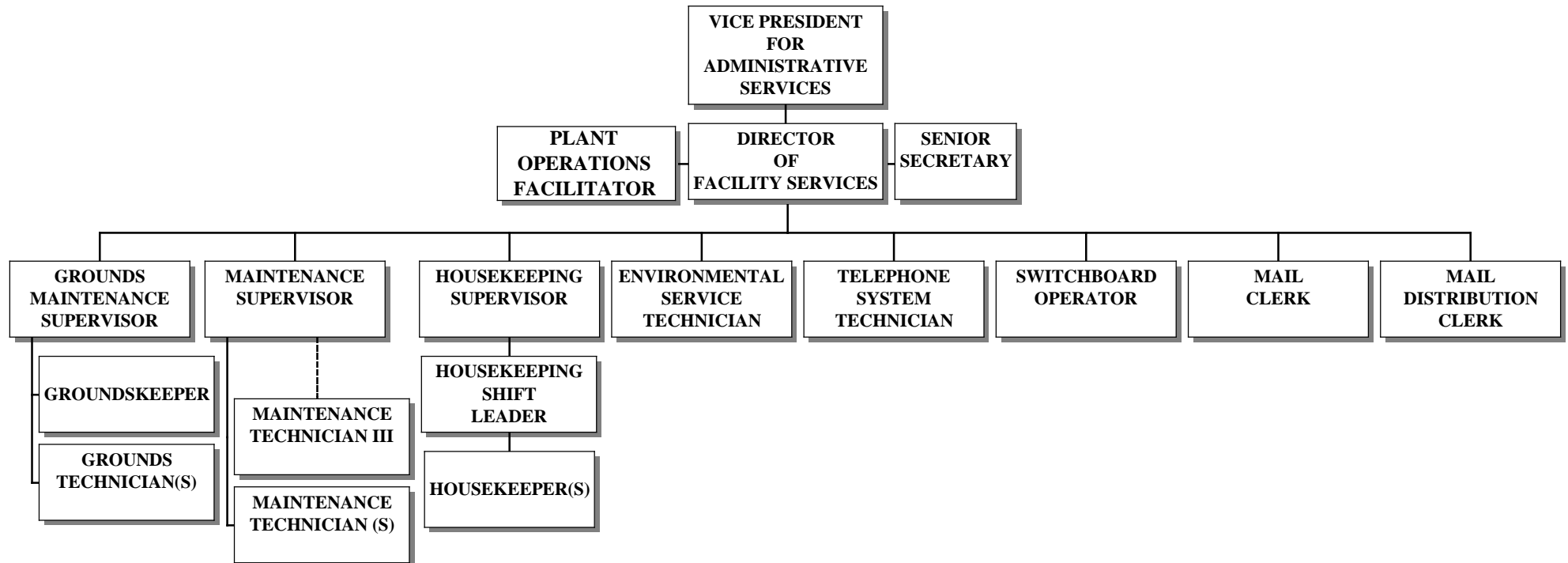
# CAPE FEAR BOTANICAL GARDEN

## Subchart - Administrative Services



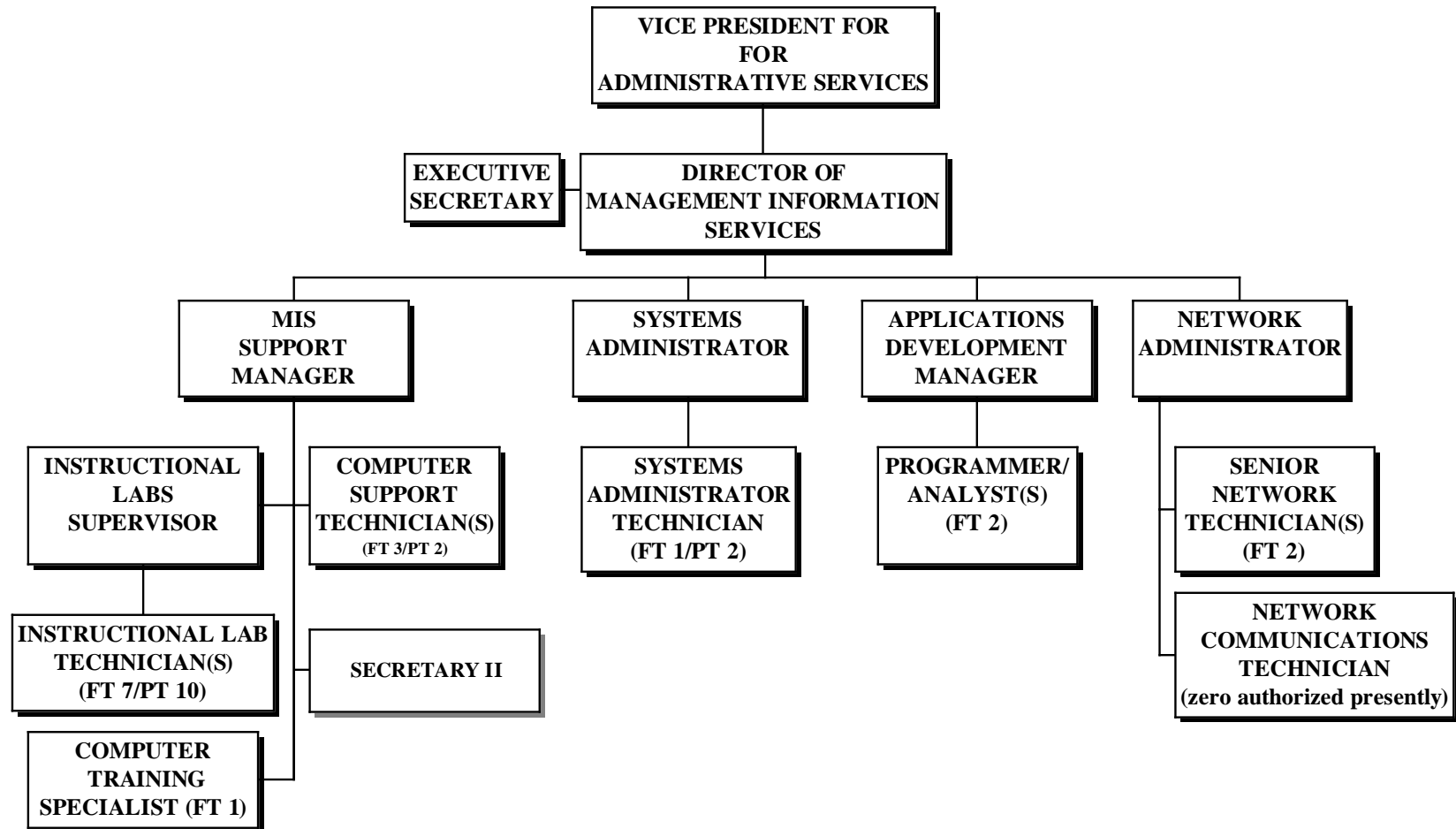
# FACILITY SERVICES

## Subchart - Administrative Services



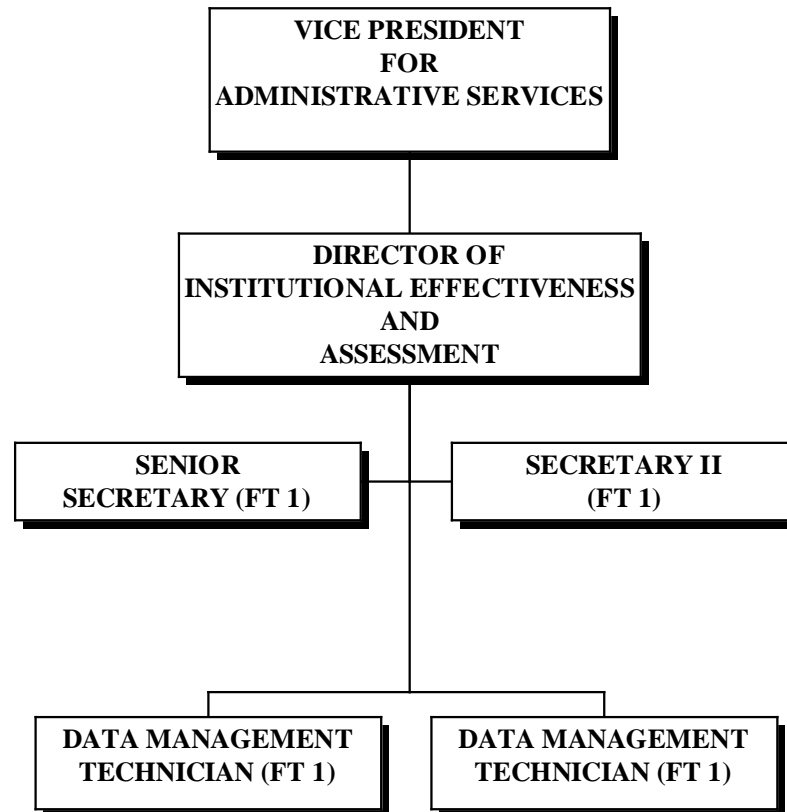
# MANAGEMENT INFORMATION SERVICES

## Subchart - Administrative Services



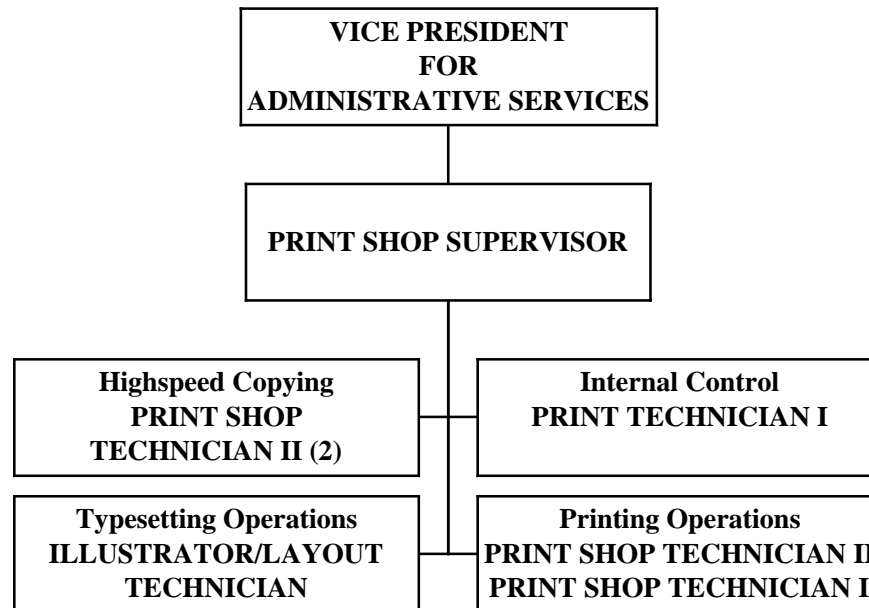
# OFFICE OF INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT

## Subchart - Administrative Services



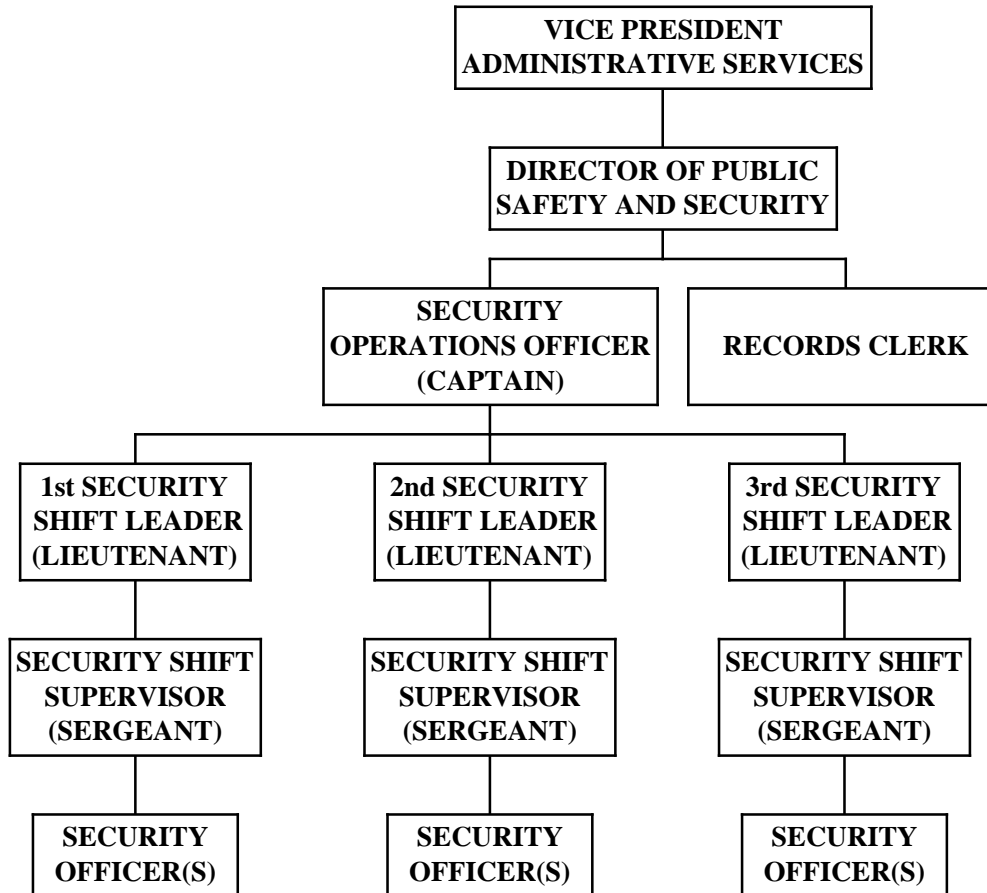
# **PRINTSHOP**

## **Subchart - Administrative Services**

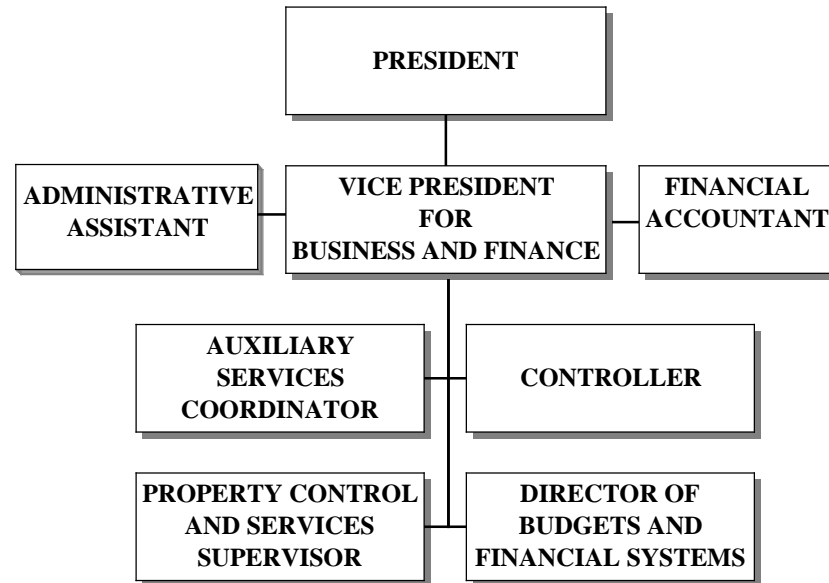


# **PUBLIC SAFETY AND SECURITY**

## **Subchart - Administrative Services**

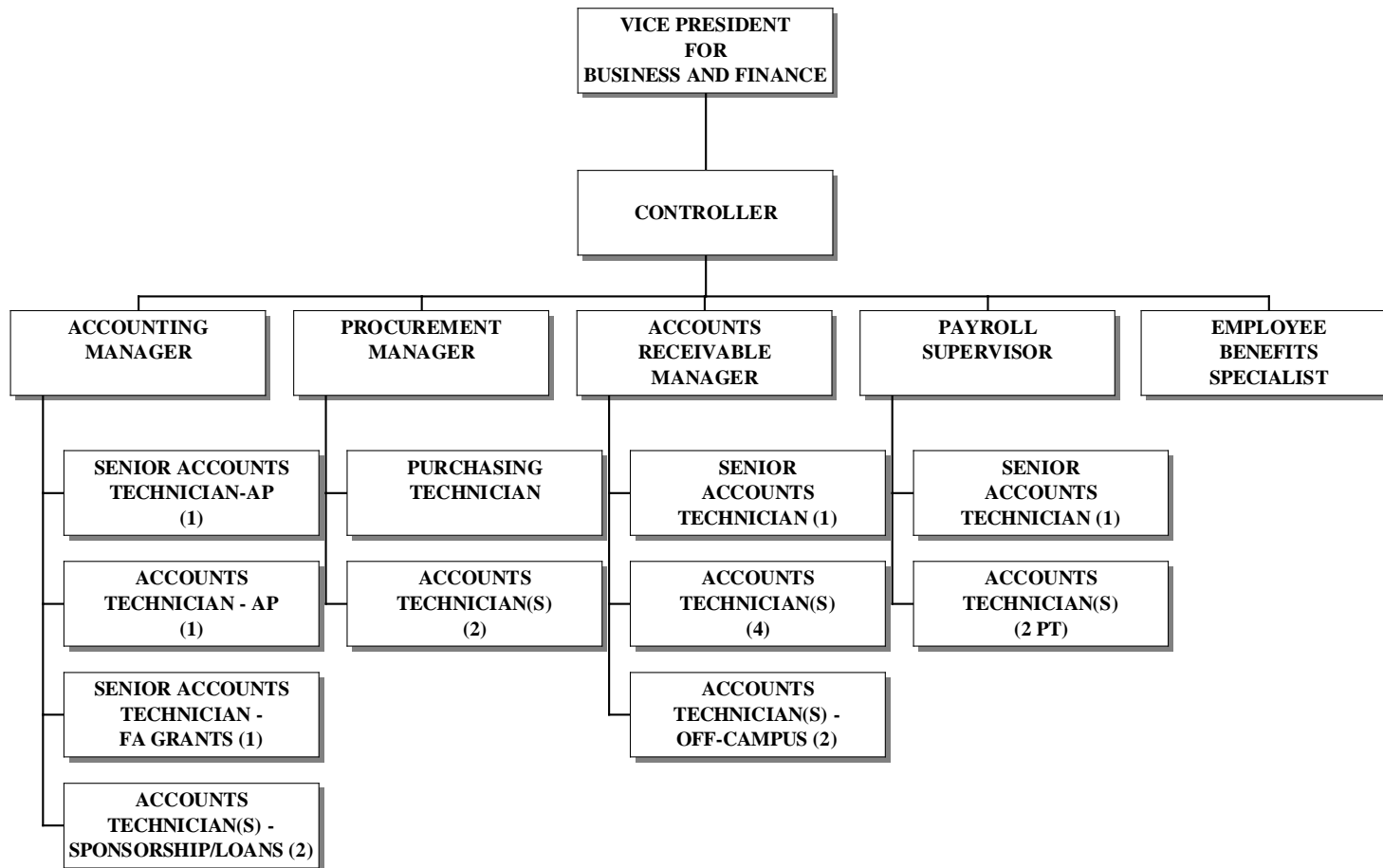


# BUSINESS AND FINANCE



# ACCOUNTING, PROCUREMENT, AND ACCOUNTS RECEIVABLE

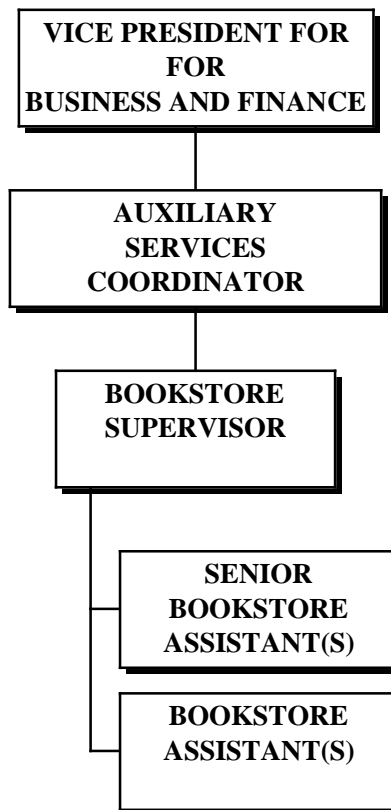
## Subchart - Business and Finance





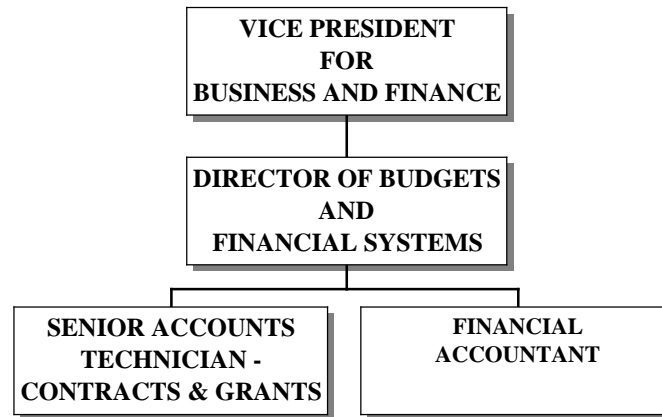
# **AUXILIARY SERVICES**

## **Subchart - Business and Finance**



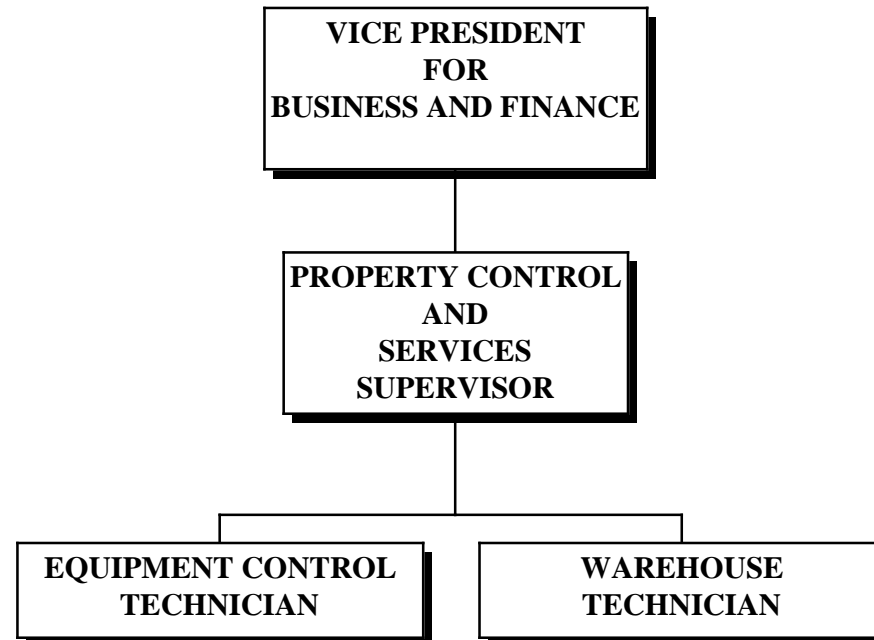
# **BUDGETS AND FINANCIAL SYSTEMS**

## **Subchart - Business and Finance**

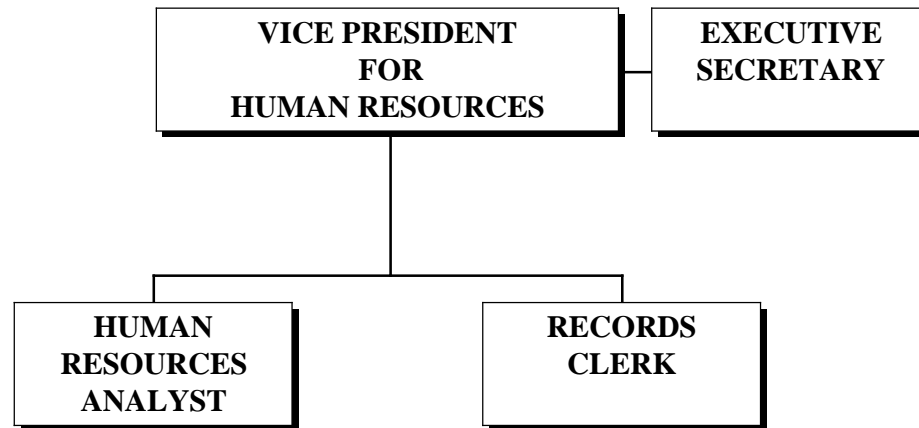


# **PROPERTY CONTROL AND SERVICES**

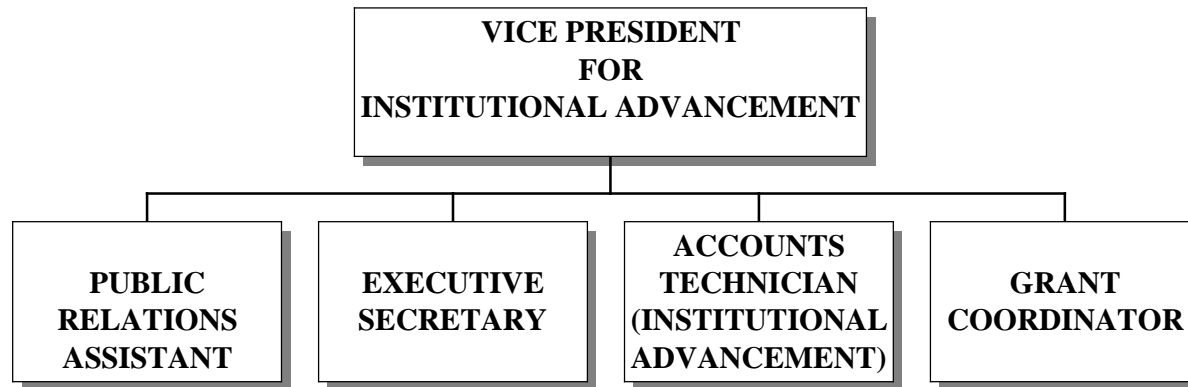
## **Subchart - Business and Finance**



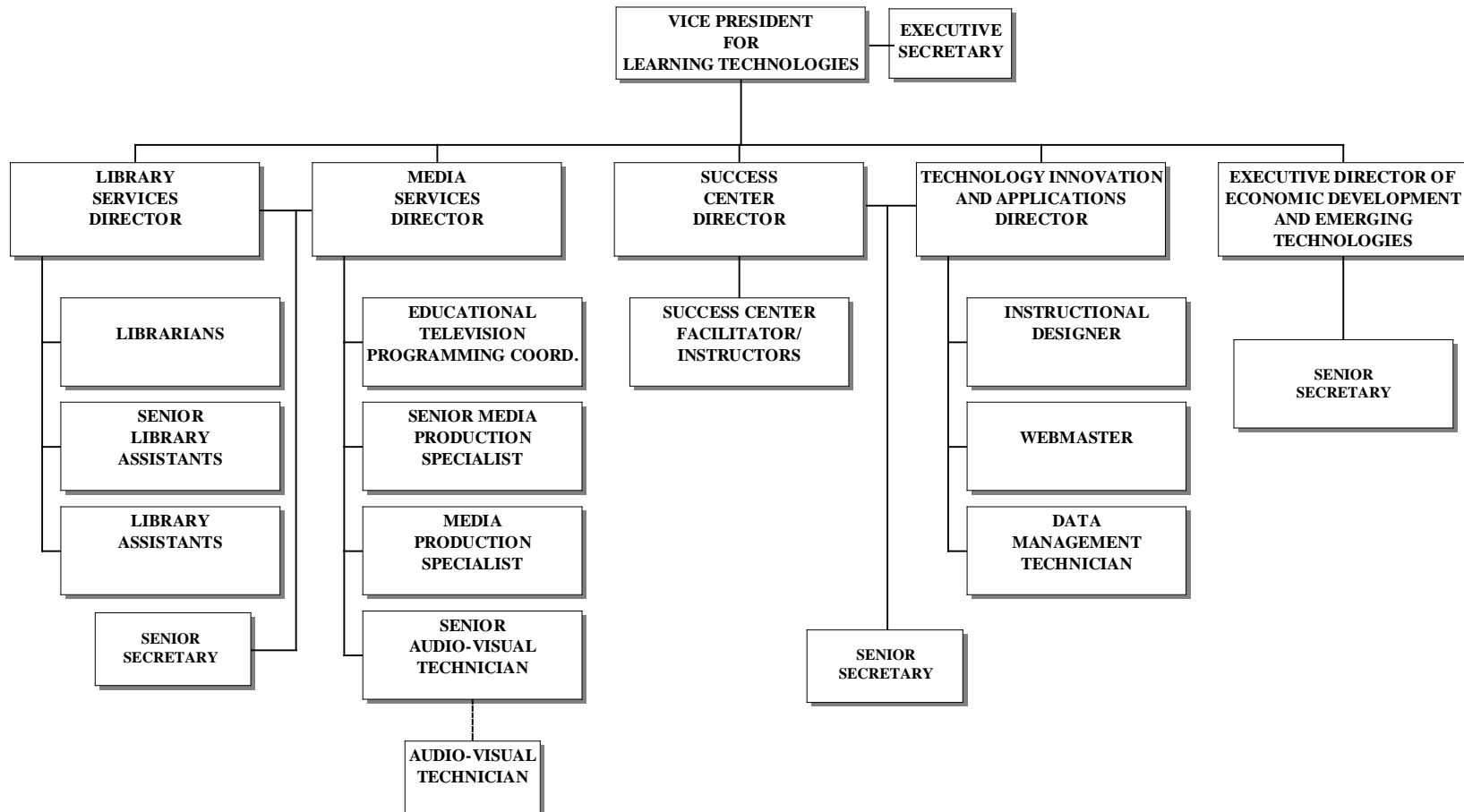
# HUMAN RESOURCES



# INSTITUTIONAL ADVANCEMENT



# LEARNING TECHNOLOGIES



# LEGAL SERVICES AND RISK MANAGEMENT

**VICE PRESIDENT  
FOR LEGAL SERVICES  
AND RISK MANAGEMENT**

**EXECUTIVE  
SECRETARY**

*PRESIDENT*





## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

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### ***IV-4.1 President***

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#### IV-4.1.1 GENERAL SUMMARY STATEMENT

The President is the chief executive officer of the College and is responsible directly to the Board of Trustees.

#### IV-4.1.2 SPECIFIC RESPONSIBILITIES:

Receives direct supervision from the Board of Trustees

Exercises direct supervision of the Executive Council and indirectly supervises all of the College's employees.

#### IV-4.1.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Convey excellence and student success while motivating and supporting others in their efforts to provide high quality and accessible programs and services to students.

Exemplify high administrative integrity, setting high standards for him/herself, accepts full accountability, and demonstrates ethical, fair, honest leadership and exemplary personal qualities.

Demonstrate strong communication and interpersonal skills with an ability to instill in others a passion for the mission and a commitment to the core values, traditions and past successes of the College.

Demonstrate sensitivity to and an appreciation of ethnic and cultural diversity with a record of building consensus and reaching out to various and diverse stakeholders.

Understand and maintain the proper relationships between the Board of Trustees and the President. Provide oversight of financial resource management and direct equitable and effective allocation of resources.

Expand the resource base of the College by obtaining additional funding through the Foundation and other alternative means.

Demonstrate innovative and creative leadership.

Expand the use of technology and other innovative tools as they relate to institutional effectiveness, teaching, learning, student success, and economic and workforce development.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**President** (Continued)

Willing to make tough decisions with a proven commitment to using the talents and skills of faculty, staff, and other stakeholders in collaborative decision-making processes.

Is a visible leader who is approachable and accessible to constituents within the College and the greater communities.

Works effectively with students, faculty, staff, and administration.

Maintain a balanced support for quality programs and services across the College in all programs and all areas.

Champion the College's role in economic development and workforce preparation.

Serve as an articulate spokesperson for the College locally, statewide, nationally and internationally.

Is politically astute with proven advocacy skills and a solid understanding of local, state and national legislative processes.

Builds partnerships with business/industry, educational, military and other community agencies.

IV-4.1.4      QUALIFICATIONS

Degree      - A Doctorate from an accredited institution.

Experience - A minimum of five years senior level administrative experience or the equivalent.

*VICE PRESIDENTS*



## ***IV-5.1 Vice President for Academic and Student Services***

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### **IV-5.1.1 DEFINITION**

To plan, oversee, organize and direct the activities of all instructional (vocational, technical, general education, and extension) programs and support functions including Curriculum Programs, Continuing Education, Learning Resources, and Student Services to ensure that assigned functions fulfill applicable Federal, State, and College academic goals and objectives; to select, supervise, train, evaluate academic, extension and student services personnel and assigned staff; and to provide highly complex and responsible staff assistance to the College President and Board of Trustees.

### **IV-5.1.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative direction from the College President.

Exercises direct supervision over professional, technical and clerical staff.

### **IV-5.1.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic and administrative goals and objectives as well as policies and procedures necessary to provide assigned services and functions to College departments, programs, and services; approve new or modified systems, policies and procedures.

Oversee the activities and operations of all curriculum related programs; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Oversee the College's accreditation and licensure processes for required programs and Southern Association of Colleges and Schools (SACS).

Participate as a member of the College management team; prepare work programs, budget requests, and periodic reports; research and prepare detailed reports on a variety of College management topics.

Coordinate transfer and non-transfer credit and non-credit educational programs and activities with those of other College departments and programs, as well as outside agencies and organizations.

Provide staff assistance to the President and Board of Trustees; prepare and present staff reports and other necessary correspondence.

Coordinate the administration and application of technology delivery systems to integrate into the educational and administrative programs.

Participate in the review and approval of specifications for new buildings, renovations, and leased property and temporary facilities for assigned College programs and activities.

Direct the curriculum, extension, and student services review process; review and approve new programs and services, changes in existing programs and services, and related resource allocations.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Vice President for Academic and Student Services (Continued)**

Select, train, motivate, and evaluate academic, extension, and student services personnel and staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Serve as liaison to Fayetteville area secondary schools and institutions of higher learning regarding facilities, academic programs, cooperative projects, and other matters of mutual concern.

Supervise the enrollment reporting and accountability function; evaluate productivity reports and prepare recommendations as needed.

Direct and oversee the strategic planning function within Curriculum Programs, Continuing Education, and Student Services; ensure conformity of programs and activities with long-range priorities, goals, and objectives of the College.

Maintain awareness in current developments in management, higher education, and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

#### IV-5.1.4      QUALIFICATIONS

##### IV-5.1.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic and administrative programs, policies and operational needs.

Techniques of budget development and administration.

Principles of supervision including employee training and performance evaluation.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Academic and Student Services (Continued)**

Methods and techniques of faculty and student recruitment and counseling.

IV-5.1.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Select, supervise and evaluate academic and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively direct the provision of academic instruction for the College.

Prepare and analyze administrative and statistical reports, statements and correspondence.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-5.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible academic program administration and teaching experience.

Training:

A Master's degree in education or a related field from an accredited college or university, or equivalent.



## ***IV-5.2 Vice President for Administrative Services***

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### **IV-5.2.1 DEFINITION**

To plan, direct, and review the activities and operations of administrative services including management information services, institutional effectiveness and assessment, plant maintenance and operations, child care center operations, print shop operations, safety and security, and short- and long-range facility planning; to coordinate assigned activities with other College operations and outside agencies; and to provide highly responsible and complex administrative support to the College President and Board of Trustees.

### **IV-5.2.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative direction from the College President.

Exercises direct and indirect supervision over professional, technical, maintenance and clerical staff.

### **IV-5.2.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, and implement departmental goals and objectives; recommend and administer policies and procedures.

Coordinate assigned activities with those of other departments, divisions, and outside organizations and agencies; provide staff assistance to the College President and other senior level administrators related to assigned areas of responsibility; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the work plan for plant operations; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods, and procedures.

Supervise and participate in the development and administration of the Plant Operations budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement midyear adjustments as necessary.

Select, train, motivate, and evaluate personnel; provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures.

Confer with and provide staff assistance and advice to higher level College staff regarding plant operations and services; develop, prepare and present recommendations and reports as requested.

Plan and schedule preventative maintenance; evaluate cost effectiveness of maintenance program; prepare recommendations for improvement.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Administrative Services (Continued)**

Assume responsibility for short- and long-range facility planning activities to ensure College needs and objectives are met.

Coordinate facility new construction and renovations.

Coordinate the College Emergency Action Plan and procedures.

Supervise the negotiation and administration of contracts with outside vendors and contractors; review completed projects for contract compliance and take appropriate action to resolve differences.

Direct, oversee, and review the activities of the Management Information Services.

Direct, oversee, and review the activities of the Office of Institutional Effectiveness and Assessment.

Direct, oversee, and review the activities of the Print Shop operations.

Direct, oversee, and review the activities of the campus Safety and Security operations.

Direct, oversee, and review the activities of the Child Care Center.

Participate in and direct a wide variety of special projects and activities as assigned by the President; coordinate staff activities and tasks necessary to complete project assignments.

Serve on a variety of committees and task forces; research and develop recommendations related to assigned activities.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-5.2.4      QUALIFICATIONS

IV-5.2.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration, and management.

Principles, practices, methods and techniques of physical plant operations, maintenance, repair and construction.

Building and safety codes and sanitary and health regulations.

Methods and techniques of Management Information Services operations.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Administrative Services (Continued)**

Principles and practices of Institutional Effectiveness and Assessment.

Applicable laws, statutes and administrative regulations affecting College operations, activities, programs, policies and procedures.

Principles of training and performance evaluation.

Budgeting procedures and techniques.

Principles and practices of supervision and personnel management.

IV-5.2.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Develop, install and maintain through subordinate staff sound accounting and financial reporting systems and procedures.

Prepare complex financial reports and analyses.

Effectively develop, implement and evaluate programs and strategies designed to create and maintain a safe, functional, secure and orderly facility which can be operated in an efficient and economical manner.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to plant operations and maintenance including short- and long-term facility needs.

Prepare and administer a budget.

Interpret and apply College policies, procedures, rules, and regulations.

Research, analyze and interpret legal issues, legislation and regulatory decisions related to College operations.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Administrative Services (Continued)**

IV-5.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of general facility maintenance experience with at least three years of administrative and supervisory experience.

Training:

A Master's degree from an accredited college or university in business administration, public administration, educational administration, or a related field; or equivalent.

### ***IV-5.3 Vice President for Business and Finance***

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#### IV-5.3.1 DEFINITION

To plan, direct and review the financial and accounting activities and operations of the College including fiscal control and planning, budget accounting, purchasing, auxiliary services, property control services, insurance, internal club audits, and health and occupational safety programs; to coordinate assigned activities with other College departments and divisions; and to provide highly responsible and complex administrative support to the President and Board of Trustees.

#### IV-5.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the College President.

Exercises direct and indirect supervision over professional, technical and clerical staff.

#### IV-5.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to fiscal affairs; develop and implement new or modified programs, policies and procedures.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Plan, organize, and direct the accounting activities of the College including general accounting, accounts receivable, general receipts, payroll, accounts payable, purchasing and budgeting.

Direct, oversee and review the activities of food service operations.

Direct, oversee, and review the activities of equipment control and inventory department.

Direct, oversee, and review the activities of bookstore operations.

Direct, oversee, and review club internal audits of college supported club activities.

Direct, oversee and review liability and occupational safety and health programs.

Direct, oversee, and review property and liability insurance matters.

Recommend changes in College policies pertaining to insurance levels and insurance coverage.

Review, evaluate, and recommend improvements to the College's accounting and financial internal control systems and procedures; coordinate annual audit activities; prepare annual audit reports.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Business and Finance** (Continued)

Develop and implement long-range and operational financial plans to support the planned development of the College.

Coordinate and supervise the development of the annual budget; ensure fiscal integrity of the College.

Coordinate assigned activities with those of other departments, divisions, faculty and administrative staff.

Provide staff assistance to the President; prepare and present staff reports and other necessary correspondence.

Prepare and present accounting and financial reports.

Participate in various meetings; provide financial information to College managers and outside agencies.

Direct the preparation of financial reports as required by law; prepare various financial reports and analyses as requested by higher level management.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Supervise, train, motivate and evaluate assigned professional and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Oversee and coordinate the administrative operations within Business and Finance; monitor and evaluate workload; develop and implement policies and procedures.

Perform related duties as assigned.

IV-5.3.4      QUALIFICATIONS

IV-5.3.4.1      Knowledge of:

Principles and methods of financial administration, particularly in the areas of accounting, budgeting, payroll and cash management.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Modern office practices, procedures, methods and equipment including automated accounting systems.

Laws regulating the financial administration of a community college.

Generally accepted accounting principles.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Business and Finance (Continued)**

Principles of supervision including employee training and performance evaluation.

IV-5.3.4.2      Ability to:

Develop and install sound accounting and financial reporting systems and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare complex accounting reports and analyses.

Operate standard office equipment including a PC.

Interpret and apply College policies, procedures, rules and regulations.

Maintain effective work relationships with outside organizations and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate professional, technical and clerical staff.

Gain cooperation through discussion and persuasion.

IV-5.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of progressively responsible experience in accounting and financial work including at least three years in an administrative and supervisory capacity.

Training:

A Master's degree from an accredited college or university in accounting, business administration, finance administration or a closely related field; or equivalent. CPA preferred.

## ***IV-5.4 Vice President for Human Resources***

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### IV-5.4.1 DEFINITION

To plan, organize and direct the College's human resources services program; to perform complex professional human resources work in a variety of human resources program areas including classification, compensation, affirmative action, recruitment and selection; and to provide responsible staff assistance to the College President relative to assigned area of responsibility.

### IV-5.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the College President.

Exercises direct supervision over assigned technical professional and/or clerical staff.

### IV-5.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, direct, coordinate and participate in the College's human resources program including the areas of classification, compensation, affirmative action, recruitment and selection, professional development and human resources records maintenance.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Direct, oversee and participate in the development of the human resources office work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Oversee and supervise the general internal operations of the Human Resources Office; ensure maintenance of all records and files related to the human resources management function in accordance with federal, state and local regulations.

Ensure confidentiality and security of information; develop filing and automated information storage systems.

Supervise the processing of employee transactions including new hires, promotions, transfers and terminations.

Plan and coordinate recruitment programs; determine labor market and length of recruitment; oversee and participate in the preparation of job bulletins and recruitment information; determine and place advertising in appropriate media, and review and evaluate applications.

Conduct salary surveys; analyze data and recommend market adjustments and alterations to internal salary relationships.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Human Resources** (Continued)

Develop, monitor and administer the budget for Human Resources Office.

Conduct fringe benefit surveys; analyze data; recommend market adjustments and alterations to internal salary relationships and to the quantity and quality of College benefits packages.

Conduct position classification analyses; perform job audits and analyses of individual positions, classes, and series of classes; prepare and revise class specifications.

Answer requests for information from employees, management, outside agencies and the public; interpret and explain human resources policies, procedures and provisions to employees.

Assist in the automation of the College's human resources systems; anticipate future applications.

Research and analyze data and information related to a variety of human resources related matters; prepare and present reports and recommendations.

Select, supervise, train and evaluate human resources technical and clerical staff.

Participate in complex, special projects as assigned.

Perform related duties as assigned.

IV-5.4.4      QUALIFICATIONS

IV-5.4.4.1      Knowledge of:

Fundamental principles and practices of human resources administration.

Principles, methods and procedures utilized in recruitment and selection, classification, and salary and benefits administration.

Applicable federal, state, and local laws and regulations.

Data processing systems related to human resources administration.

Statistical concepts and methods.

Modern office methods, procedures and practices.

Principles of supervision, training and performance appraisal.

IV-5.4.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Human Resources** (Continued)

Perform complex professional human resources work.

Interpret and apply College policies, procedures, rules and regulations.

Gain cooperation through discussion and persuasion.

Train, supervise and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Collect, compile, and analyze information and data.

Establish and maintain confidentiality in performing human resources activities.

IV-5.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in human resources management or administration including three years of supervisory experience.

Training:

A Master's degree from an accredited college or university in educational administration, human resources management or a closely related field; or equivalent.

## ***IV-5.5 Vice President for Institutional Advancement***

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### IV-5.5.1 DEFINITION

To plan, organize, coordinate and participate in resource development, marketing, promotion, and public relations programs. Activities include grant writing and proposal development, research of available funding sources and opportunities, and monitoring and evaluation of grant projects and programs; to coordinate resource development activities with other Divisions and Departments of the College; to serve as Executive Director of the Foundation; to provide staff assistance and support to the Foundation and President; to supervise, direct and coordinate the programs and activities of the Alumni Association; to develop public relations and marketing plans College wide; to coordinate the development and production of College publications and promotional literature in all appropriate media; and to coordinate College public relations events.

### IV-5.5.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the President.

Exercises direct supervision over assigned staff.

### IV-5.5.3 ESSENTIAL DUTIES - Duties may include but are not limited to, the following:

Plan, coordinate and organize resource development activities within the College and community.

Identify, lead, and participate in the development of resource development activities, and projects; coordinate work activities, projects and programs; monitor and evaluate resource development programs and activities; review and evaluate work products, methods, and procedures.

Research and identify governmental and institutional funding sources, programs, and opportunities consistent with the goals and objectives of the College; advise senior level administrators, Foundation Members and the Board of Trustees of available resources and funding requirements.

Coordinate and administer grant contracts with funding sources and organizations; prepare and submit required reports.

Serve as Executive Director to the Foundation Board; coordinate meetings; prepare status reports.

Coordinate fund raising efforts relative to yearly giving, leadership gifts, account management of sponsors, marketing and communications to various constituencies.

Serve as liaison between College alumni, College administration, and Board of Trustees.

Represent the College at community and outside organizations, functions, and activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Institutional Advancement** (Continued)

Develop and implement a variety of promotional and public relations activities, special events and functions including publicity, advertising, and promotional plans and strategies.

Conceptualize, plan, develop, and execute promotional campaigns based on market research and demographic information supplied by the College and outside sources; develop demographic information to support College promotional efforts.

Develop, design and oversee the production of promotional materials (print and electronic) with academic and administrative staff; provide advice and assistance regarding publication and materials development for all appropriate media.

Coordinate information released to the press and broadcast media; provide information and assistance to members of the press and broadcast media; prepare news releases; generate media coverage of College events.

Serve as first point of public information during a campus emergency.

Provide information and assistance to members of the general public, as well as various outside institutions and organizations; develop and maintain close working relationships with all public groups and organizations which interface with the College.

Plan, coordinate, and administer the Ambassador program.

Perform related duties as assigned.

IV-5.5.4      QUALIFICATIONS

IV-5.5.4.1      Knowledge of:

Principles and practices of grant program development and administration.

Research methods applied to the identification of potential funding sources and opportunities, marketing or promotional campaigns.

Strategic planning and management related to fund raising, marketing and/or institutional advancement.

Principles and practices of marketing, promotion and public relations.

Word processing techniques, publication technologies, and computer applications.

IV-5.5.4.2      Ability to:

Organize, lead, direct, and implement a comprehensive institutional resource development program.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Institutional Advancement** (Continued)

Solicit, write, prepare, submit, and monitor a variety of funding proposals and grant applications.

Organize and implement a comprehensive alumni relations program.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals/objectives.

Assist in developing, implementing and evaluating public relations, promotional, and marketing goals, objectives, policies, procedures, and outcomes.

Apply market research results to the development of sound and effective marketing strategies.

Communicate clearly and concisely, both orally and in writing.

IV-5.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in fund raising, leadership, budget duties, grant writing/administration with experience in marketing, communications, public relations, business, government, education, or a related field.

Training:

A Master's degree from an accredited college or university or Bachelor's Degree with combination of experiences related to the position.

## ***IV-5.6 Vice President for Learning Technologies***

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### IV-5.6.1 DEFINITION

Provides leadership, integrative management, and direction for the College's shared learning information systems and distance learning, to include institution-wide strategic planning, budgeting for Learning Technologies (LT), and coordination and integration of all college LT matters. Recommends LT policy at the highest level. Serves as the College's Chief Technology Officer (CTO) on issues related to administrative, student support, and academic learning systems. Serves as a member of the President's executive council.

### IV-5.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the President.

Exercises direct and indirect supervision over supervisory, technical and clerical staff.

### IV-5.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provides institution-wide leadership and direction in the management and operation of shared learning technologies services across the College.

Leads and coordinates the development and implementation of integrated, strategic LT plans and policies for the College.

Leads, guides, and oversees the institutional learning technologies budgeting process, and provides leadership in cost and productivity analysis.

Integrates and coordinates the development of and implementation LT programs across the College, to achieve maximum institution-wide efficiencies and synergies; coordinates the identification and prioritization of required LT initiatives among the College's various operating components.

Provides direction and leadership in the review of present LT systems and methods, and in the formulation of new and revised systems.

Maintains professional contacts with other colleges, external entities, equipment manufacturers, and professional organizations concerning existing and developing information technologies.

Leads the planning and development of college-wide strategies for generating resources and/or revenues for learning technologies.

Leads and guides the design, establishment, and maintenance of the organizational structure and staffing required to effectively accomplish the College's goals and objectives in learning technologies.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Learning Technologies** (Continued)

Provides guidance and counsel to the President's executive council in the examination and definition of objectives for existing and/or proposed learning information systems and the design of improved systems.

Maintains knowledge and understanding of current and developing learning information systems technology, equipment, and systems.

Performs other job-related duties as assigned.

IV-5.6.4      QUALIFICATIONS

IV-5.6.4.1      Knowledge of:

Knowledge and understanding of the current and developing strategic information requirements of a community college.

Knowledge and understanding of the academic and administrative functions of a community college.

Knowledge of current trends and developments in information technology.

Advanced working understanding of the information technology environment of a community college.

Knowledge of financial/business analysis techniques.

IV-5.6.4.2      Ability to:

Strategic planning and advanced leadership skills.

Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.

Skill in budget preparation and fiscal management.

Organizational planning and development skills.

Skill in organizing resources and establishing priorities.

Ability to identify and secure alternative funding/revenue sources.

Ability to direct multi-department technical and administrative staff.

Ability to foster a cooperative work environment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Learning Technologies** (Continued)

Ability to provide strategic guidance and counsel to college personnel in the assessment and development of existing and/or proposed systems.

Ability to develop requests for and evaluate proposals in reference to leading-edge information services technology.

Ability to communicate effectively, both orally and in writing.

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Ability to gain cooperation through discussion and persuasion.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Ability to communicate through the College's systems.

IV-5.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly management responsible and experience in information, technology, or business management in an academic setting.

Training:

A Masters degree in Information System, Business Administration or a related field.



## ***IV-5.7 Vice President for Legal Services and Risk Management***

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### IV-5.7.1 DEFINITION

To oversee, organize and direct the legal and risk management affairs of the College to include laws governing community colleges, employment, affirmative action, insurance, real estate issues, internal auditing of fiscal, inventory and enrollment systems, insurance, and health and occupational safety programs; to ensure that assigned functions fulfill College goals and objectives; to supervise assigned staff; and to provide highly complex and responsible legal assistance to the College President and Board of Trustees.

### IV-5.7.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the College President and Board of Trustees.

Exercises direct and indirect supervision over assigned technical and clerical staff.

### IV-5.7.3 ESSENTIAL DUTIES - Duties may include but are not limited to, the following:

Provide the necessary comprehensive legal service to the College President and the Board of Trustees.

Provide staff assistance to the College President and the Board of Trustees; prepare and present staff reports and other necessary correspondence.

Participate in regular scheduled and special Board of Trustee meetings.

Review, evaluate and recommend changes to Board by-laws.

Oversee the policies and procedures pertaining to insurance bids and insurance coverage.

Review, evaluate and recommend changes in College policies.

Review, evaluate and recommend changes in routine contracts.

Review and evaluate real estate contracts and appraisals.

Review and evaluate lease agreements.

Review and evaluate risk management and human resources issues.

Oversee Employment and Affirmative Action Policies and Procedures.

Develop, plan, implement and administer administrative goals and objectives as well as policies and procedures necessary to provide comprehensive risk management services to College departments and

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Legal Services and Risk Management** (Continued)

programs; approve new or modified systems, policies and procedures.

Direct and coordinate risk management service programs including internal auditing, insurance, liability and occupational safety and health programs.

Oversee the activities and operations of assigned responsibilities; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Identify, evaluate, control and minimize College losses of or damages to physical assets and losses arising out of liability claims.

Establish programs to reduce losses.

Recommend changes in College policies pertaining to insurance levels and insurance coverage.

Coordinate, direct, oversee and evaluate College safety programs; prepare related reports and documentation.

Participate as a member of the College management team; prepare work programs, budget requests and monthly reports; research and prepare detailed reports on a variety of College management topics.

Coordinate assigned programs and activities with those of other College departments and programs as well as outside agencies and organizations.

Select, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Serve on a variety of committees and task forces; research and develop recommendations related to the administrative affairs of the College.

Perform related duties as assigned.

IV-5.7.4      QUALIFICATIONS

IV-5.7.4.1      Knowledge of:

Organizational and legal practices as applied to the analysis and evaluation of programs, policies and procedures.

Principles, practices, methods, and procedures of the legal profession as it relates to areas such as human resources, internal auditing, accounting, and public finance.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Legal Services and Risk Management** (Continued)

Requirements of contracts and various legal documents.

Laws governing the College as well as laws regulating human resources and the financial administration of community colleges.

Techniques of practicing law and related programs.

Evaluate and interpret college policies, regulations, rules and procedures as well as federal, state, and local industrial safety laws and procedures.

Prepare complex reports and analysis.

IV-5.7.4.2      Ability to:

Maintain effective work relationships with State and Local officials.

Maintain effective work relationships with College Trustees, staff, and faculty.

Analyze problems, identify alternate solutions, project consequences of proposed actions and implement recommendations in support of goals.

Provide professional advice, staff support, and technical assistance to the President, Executive Council, and Board of Trustees.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administrative affairs.

Interpret and apply College policies, procedures, rules and regulations.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Develop and implement a comprehensive internal audit program involving financial, accounting, enrollment and inventory activities of the College.

Analyze, evaluate and modify safety methods and procedures.

Develop, interpret and apply College policies, procedures, rules and regulations.

Develop, install and maintain sound and effective internal control and accountability systems.

Prepare complex reports and analyses.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Vice President for Legal Services and Risk Management** (Continued)

Select, supervise, train and evaluate assigned personnel.

Communicate clearly and concisely, both orally and in writing.

IV-5.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible professional legal experience, preferably associated with an educational institution.

Training:

Juris Doctorate degree from an accredited college or university.



***SENIOR ADMINISTRATIVE SUPPORT***



## ***IV-6.1 Associate Vice President for Continuing Education***

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### **IV-6.1.1 DEFINITION**

To plan, organize and direct the adult continuing education department within the Academic and Student Services division including all academic, avocational, occupational, practical skills and related non-credit programs and services of the College, both on and off campus; to ensure that assigned functions fulfill Federal, State and College instructional goals and objectives; to supervise assigned staff; and to provide highly complex and responsible staff assistance to the Vice President for Academic and Student Services.

### **IV-6.1.2 SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President for Academic and Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

### **IV-6.1.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic and administrative goals and objectives as well as policies and procedures necessary to provide assigned services and functions to College continuing education departments and programs; approve new or modified systems, policies and procedures.

Oversee the activities and operations of assigned functions; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Confer with and provide staff assistance and advice to the Vice President for Academic and Student Services; develop, prepare and present recommendations and reports as requested.

Coordinate continuing education programs and activities with those of other College departments and programs as well as outside agencies and organizations.

Assist in the review and approval of specifications for new buildings, renovations, rental property and temporary facilities for assigned College programs and activities.

Direct the continuing education curriculum review process; review and approve new programs, program changes, new courses and related resource allocations.

Select, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.



## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Associate Vice President for Continuing Education** (Continued)

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Supervise the enrollment reporting and accountability function; evaluate productivity reports and prepare recommendations as needed.

Direct and oversee the strategic planning function within Continuing Education; ensure conformance of programs and activities with long-range priorities, goals and objectives of the College.

Maintain awareness in current developments in management, higher education and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

#### IV-6.1.4      QUALIFICATIONS

##### IV-6.1.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic and administrative programs, policies and operational needs.

Techniques of budget development and administration.

Principles of supervision including employee training and performance evaluation.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Methods and techniques of faculty and student recruitment and counseling.

##### IV-6.1.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Continuing Education** (Continued)

Select, supervise and evaluate academic and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively direct the provision of academic, occupational, and avocational instruction for the College.

Prepare and analyze administrative and statistical reports, statements and correspondence.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-6.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible academic/vocational/technical program administration and teaching experience.

Training:

A Master's degree in education or a related field from an accredited college or university; or equivalent.

## ***IV-6.2 Associate Vice President for Curriculum Programs***

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### **IV-6.2.1 DEFINITION**

To plan, organize and direct the faculty, instructional, curriculum and administrative activities of the curriculum department of the Academic and Student Services division, wherever, or however offered. To ensure that curricular programs comply with College standards, policies and procedures; to supervise academic and administrative staff; to coordinate assigned activities with other College divisions and departments; and to provide highly responsible staff assistance to the Vice President for Academic and Student Services.

### **IV-6.2.2 SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President for Academic and Student Services.

Exercises direct and indirect supervision over academic deans, department chairpersons, and administrative staff.

### **IV-6.2.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer academic and administrative goals, objectives and procedures necessary to provide for-credit curricular programs and services to College students; develop or approve new or modified programs, systems, and procedures. Recommend new policies, interpret and implement existing curriculum policies.

Lead the curriculum department in the Strategic Planning process. Review and approve the Strategic Plan, all requests for personnel, equipment and facilities. Ensure proper correlation between plans and requests, to include decision packages for each item.

Monitor, oversee and coordinate the development and maintenance of academic standards related to all curricular courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Ensure that programs comply with state, regional or national standards as applicable.

Develop, oversee and coordinate collaborative and service area agreements as necessary to provide programs and services needed by students and employees.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Assist in the review and approval of specifications for renovations and new buildings for assigned programs and activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Curriculum Programs (Continued)**

Coordinate assigned activities with those of other instructional units, departments and outside agencies and organizations.

Direct the Self-Study process for each curriculum program seeking approval, reapproval, accreditation or reaccreditation.

Confer with and provide staff assistance and advice to the Vice President for Academic and Student Services; develop, prepare and present recommendations and reports as requested.

Implement and monitor the Annual Program Review (APR) process. Ensure that appropriate documentation is contained in each to support findings and recommendations. Monitor responses to recommendations and correlate APRs with the Strategic Planning Process.

Supervise, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Develop, recommend and administer the Curriculum Programs division budget. Recommend additional staffing and funding. Monitor and approve expenditures for all Curriculum Programs.

Counsel and advise both faculty and students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; settle student grievances.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Oversee and coordinate the operations of the curriculum instruction department; monitor and evaluate workload; evaluate and recommend policies; develop and establish procedures.

Participate in the marketing of the College to the community; make presentations to the community, schools, and corporate contacts as appropriate.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-6.2.4      QUALIFICATIONS

IV-6.2.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Curriculum Programs (Continued)**

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment and counseling.

Principles of budget development and administration.

IV-6.2.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-6.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in the development and administration of academic programs in a college or university setting.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Curriculum Programs** (Continued)

Training:

A Master's degree in education or a related field from an accredited college or university;  
or equivalent.

## ***IV-6.3 Associate Vice President for Off-Campus Programs***

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### **IV-6.3.1 DEFINITION**

To provide staff assistance for the operation of day, evening and weekend classes conducted off-campus. To assist in planning, organizing and directing the activities relating to programs in curriculum, continuing education and student services. To provide responsible administrative support to the Vice President for Academic and Student Services. The supervisor's ultimate responsibility is to create an atmosphere conducive to learning for day, evening and weekend off-campus students.

### **IV-6.3.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Vice President for Academic and Student Services.

May exercise supervision over professional and clerical staff.

### **IV-6.3.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement, and administer academic and administrative goals and objectives and procedures necessary to provide for programs in curricular, continuing education and services to College students; develop or approve new or modified programs, systems, and procedures to meet the needs and interests of the community. Recommend new policies, interpret and implement existing curriculum and continuing education policies.

Monitor Student Services operations including student recruitment, admissions, registration, records, counseling, placement, student health services, financial aid, testing, veterans' services, career development, and alumni affairs for off-campus classes.

Monitor, oversee, and coordinate the development and maintenance of academic standards related to all courses in curriculum and continuing education; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Assist in the Strategic Planning process for off-campus classes. Review and recommend for the Strategic Plan, all requests for personnel, equipment and facilities for off-campus classes. Ensure proper correlation between plans and requests, to include decision packages for each item.

Interact with active duty military personnel, dependents and retirees to identify programs and activities which meet the needs of students and are in compliance with College goals and objectives.

Provide student service programs to civil service employees and other students enrolled in College programs and courses at area military installations.

Provide personal and academic counseling to military personnel and dependents enrolled in Ft. Bragg programs; evaluate military training and experience in accordance with College guidelines; assess student standing and needs; suggest alternative courses of action.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Off-Campus Programs (Continued)**

Participate in overseeing and directing the compilation and development of off-campus course schedules; ensure that schedules provide optimal opportunities for the student population; report grades and reports as requested.

Provide recommendations on credit and testing administered by DANTES; ensure course content is consistent with course offerings on campus and with SOC.

Manage and oversee the off-campus petty cash fund; assist the accounting staff in ensuring College and State regulations are followed.

Coordinate and administer the Servicemembers Opportunity College Associates Degree (SOCAD) program; obtain advice and resources from Army for educational programs; submit applications and acquire tuition funds from Army.

Maintain liaison and effective relations with Army/Air Force Education Center counselors and personnel.

Assist in registration.

Insure that off-campus facilities are open and ready for class.

Intervene when problems occur, evaluate incident, take appropriate action, and submit necessary reports/documentation.

Ensure that programs comply with state, regional or national standards as applicable.

Participate in the development and administration of assigned budgets for off-campus classes; forecast funds needed for staffing, equipment, materials and supplies for off-campus classes; monitor and approve supply expenditures.

Evaluate course delivery of off-campus classes and ensure that distance learning courses meet high standards of quality.

Interpret and analyze distance learning enrollment statistics for off-campus classes; forecast distance learning enrollment trends and plan accordingly for resources needed to meet projected enrollment growth for off-campus classes.

Provide instructors with assistance in securing audiovisual aids, equipment and instructional materials.

Verify the time worked by all off-campus instructors and ensure the accuracy of all records and reports submitted to the College; coordinate the employment, contract processing and payroll time reporting for adjunct faculty.

Monitor Field Trips/Requests.

Communicate instructor tardiness/absenteeism to the appropriate supervisor.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Off-Campus Programs (Continued)**

Supervise, train, motivate, and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Coordinate and provide staff supervision in the planning and conducting of off-campus students' evaluation of faculty.

Confer with and provide administrative staff assistance and advice to executive management staff on administrative matters; develop, prepare and present recommendations and reports as requested.

Coordinate assigned activities with those other units, departments and outside agencies and organizations.

Provide administrative assistance to staff; provide assistance in researching and compiling information and reports for the Vice President for Academic and Student Services.

Develop, coordinate and participate in a variety of special research and administrative projects; compile and analyze data and prepare related recommendations and reports for off-campus programs and services.

Direct curriculum and continuing education programs, projects, activities and events as directed.

Participate in the marketing of the College to the community; make presentations to the community, schools, and corporate contacts as appropriate.

Represent the College at community and outside organization functions.

IV-6.3.4      QUALIFICATIONS

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment, retention, and counseling.

Principles of budget development and administration.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Off-Campus Programs (Continued)**

IV-6.3.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic programs, learning resources, policies and operational needs.

Subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment, retention, and counseling.

Principles of budget development and administration.

IV-6.3.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Off-Campus Programs (Continued)**

IV-6.3.4.3      Experience and Training Guidelines

Five years of increasingly responsible experience in the development and administration of academic programming in an educational setting.

Training:

A Master's degree in education or a related field from an accredited college or university;  
or equivalent.

## ***IV-6.4 Associate Vice President for Student Services***

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### **IV-6.4.1 DEFINITION**

To plan, organize and direct the Student Services programs and activities within the Academic and Student Services division including counseling, admissions, registration and records, career center, placement, veterans services and financial aid; to ensure that assigned functions fulfill applicable Federal, State and College goals and objectives; to supervise assigned staff; and to provide highly complex and responsible staff assistance to the Vice President for Academic and Student Services.

### **IV-6.4.2 SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President for Academic and Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

### **IV-6.4.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer administrative goals and objectives as well as policies and procedures necessary to provide assigned Student Services, services and programs to students and to other College departments and programs; approve new or modified systems, policies and procedures.

Oversee the activities and operations of Student Services; ensure that operations meet the goals and objectives of the College and the needs of the student population.

Direct and coordinate Student Services operations including student recruitment, admissions, registration, records, counseling, placement, student health services, financial aid, testing, veterans services, career development, and alumni affairs.

Coordinate assigned programs and activities with those of other College departments and programs as well as outside agencies and organizations.

Provide staff assistance to the Vice President for Academic and Student Services; prepare and present staff reports and other necessary correspondence.

Select, train, motivate and evaluate administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Direct the development and administration of the budget for assigned functions; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; make midyear corrections.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Student Services (Continued)**

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; resolve student grievances.

Direct and oversee student discipline; counsel students and faculty on disciplinary and behavioral issues; rule on student suspensions and expulsions.

Direct and serve on a variety of College committees and task forces; research and develop recommendations related to the academic and administrative affairs of the College.

Maintain awareness in current developments in management, higher education and fields related to assigned functions.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

IV-6.4.4      QUALIFICATIONS

IV-6.4.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Techniques of budget development and administration.

Methods and techniques of student recruitment, counseling, and placement.

Principles of supervision including employee training and performance evaluation.

Principles and practices of college level academic administration including research, funding and resource development.

Principles and practices of career, academic and disciplinary counseling.

IV-6.4.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Select, supervise and evaluate counseling and administrative staff.

Develop, interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College affairs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Associate Vice President for Student Services (Continued)**

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

Prepare and analyze administrative and statistical reports, statements and correspondence.

IV-6.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible administrative experience in an educational setting.

Training:

A Master's degree in education or a related field from an accredited college or university; or equivalent.

## ***IV-6.5      Controller***

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### IV-6.5.1      DEFINITION

To handle a wide variety of professional accounting work to include receipts, expenditures and purchasing records; to coordinate external audits relating to financial records, to coordinate assigned activities with other college departments, and to maintain sound internal controls and accounting procedures. The Controller has considerable latitude for independent judgment within the framework of departmental policies and procedures. The Controller provides highly responsible and complex administrative support to the Vice President for Business and Finance and acts in place of the Vice President of Business and Finance in that person's absence.

### IV-6.5.2      SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President for Business and Finance.

Exercises supervision over professional, technical and clerical staff.

### IV-6.5.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of professional and technical accounting duties in the preparation, maintenance and review of financial records and reports.

Coordinate external audits and serve as the College liaison.

Prepare annual financial reports, statements, and footnotes as required by the Office of the State Auditor and the Office of the State Controller.

Supervise, train, motivate, review and audit the work of designated accounting staff in assigned area of responsibility; establish work procedures and processes; recommend improvements as appropriate; evaluate assigned staff and prepare employee performance reviews.

Review and prepare budget transfers as authorized; prepare adjusting entries and balance.

Research and analyze specific problems relating to financial records.

Advise and inform other divisions and departments on accounting policies and procedures; answer questions concerning assigned accounting activities. Participate in various meetings.

Maintain, reconcile and balance assigned accounts and funds to the general ledger.

Maintain and initiate sound internal controls and accounting procedures. Review and evaluate internal controls for appropriate improvements at least annually.

Provide financial information to external agencies.

Provide staff assistance and coordinate training and cross training for designated accounting staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Controller** (Continued)

Perform related duties as assigned, serve on selected committees, and participate in planning activities.

IV-6.5.4      QUALIFICATIONS

IV-6.5.4.1      Knowledge of:

Generally accepted accounting and auditing principles and procedures.

Applicable federal, state and local policies, procedures, rules and regulations.

Modern office methods, practices and procedures.

Operational characteristics of a personal computer with remote access and related peripheral equipment.

Accounting and spreadsheet software applications.

Automated fiscal systems and applications.

IV-6.5.4.2      Ability to:

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete, and concise reports.

Communicate clearly and concisely, both orally and in writing

Apply and administer the College's accounting policies and procedures.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

IV-6.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience performing professional accounting work, preferably in a community college setting.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Controller** (Continued)

Training:

Completion of a Masters degree from an accredited college or university with major course work in accounting, finance, business administration or completion of a Bachelors degree from an accredited college or university with major course work in accounting, finance, business administration, or a related field with CPA licensure.

*DEANS/DIRECTORS*



## ***IV-7.1 Dean (Academic)***

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### IV-7.1.1 DEFINITION

To plan, organize and direct the faculty, curriculum, instructional, and administrative activities of a program area within the Curriculum Instructional Division of Academic and Student Services; to ensure that curricular programs comply with College standards, policies and procedures; to supervise academic and administrative staff; and to coordinate assigned activities with other College divisions and departments.

### IV-7.1.2 SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Associate Vice President for Curriculum Programs.

Exercises direct and indirect supervision over academic and administrative staff.

### IV-7.1.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures necessary to provide for-credit curricular programs and services to College students; develop or approve new or modified programs, systems, and procedures.

Monitor, oversee and coordinate the development and maintenance of academic standards related to all curricular courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Coordinate assigned activities with those of other instructional units, departments and outside agencies and organizations.

Confer with and provide staff assistance and advice to the Associate Vice President; develop, prepare and present recommendations and reports as requested.

Supervise, train, motivate and evaluate academic and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise both faculty and students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; settle student grievances.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Academic Dean** (Continued)

Oversee and coordinate the operations of the curriculum instruction department; monitor and evaluate workload; evaluate policies and procedures.

Participate in the marketing of academic programs to the community; make presentations to the community, local schools, and corporate contacts.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

#### IV-7.1.4      QUALIFICATIONS

##### IV-7.1.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of academic programs, policies and operational needs.

Curriculum and subject matter related to the assigned areas of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of college level academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

Methods and techniques of faculty and student recruitment and counseling.

Principles of budget development and administration.

##### IV-7.1.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit students.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Academic Dean** (Continued)

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-7.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic programs in a college or university setting.

Training:

A Master's degree from an accredited college or university, or equivalent.

## ***IV-7.2     Dean of Enrollment Management***

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### **IV-7.2.1        DEFINITION**

To plan, organize and direct the enrollment management activities of the College; to coordinate the integration of student services and academic programs; to supervise professional and administrative staff; to coordinate assigned activities with other College divisions and departments; and be responsible for implementing new enrollment initiatives.

### **IV-7.2.2        SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over administrative, professional, technical and clerical staff.

### **IV-7.2.3        ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures necessary to provide recruitment and enrollment contacts to high school students and the general adult population; develop or approve new or modified enrollment data necessary for appropriate managers; develop or approve new or modified programs, policies and procedures related to admissions, and registration and records.

Monitor, oversee and coordinate the development and maintenance of College enrollment activities and operations related to admissions and registration and records; interpret and apply College admissions and registration policies, rules and regulations; ensure standards comply with College policies, state laws and applicable federal regulations.

Prepare appropriate reports; analyzes and evaluates enrollment and retention data; projects student enrollment and retention figures to be used in strategic decision-making.

Develop, maintains, and enhances partnerships between and among student services staff, faculty, instructional staff and administration.

Participate in maintaining a student and learner-centered philosophy and the focus of student services initiatives on successful student outcomes including: enrollment, program selection, retention, graduation, placement and transfer success.

Participate in the development and administration of assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve supply expenditures.

Confer with and provide staff assistance and advice to the Associate Vice President; develop, prepare and present recommendations and reports as requested.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Dean of Enrollment Management (Continued)**

Supervise, train, motivate and evaluate professional and administrative staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies.

Counsel and advise staff and students on a variety of enrollment and administrative matters to include admission requirements, program requirements and the transfer of credit from other institutions; assess student standing and needs; suggest alternative courses of action; resolve student appeals and grievances related to admissions and registration and records.

Coordinate and serve on a variety of committees and task forces, to include but not limited to the admissions standards, enrollment management and registration committees; research and develop recommendations related to recruitment, admissions, registration and retention.

Oversee and coordinate the operations of curriculum admissions and registration and records; monitor and evaluate workload; evaluate policies and procedures.

Participate in the marketing of academic programs to the community; make presentations to the community, local schools, and corporate contacts; assist in the identification of prospective student populations; coordinate targeted and generalized student recruitment activities.

Represent the College at community and outside organization functions.

Perform related duties as assigned.

#### IV-7.2.4      QUALIFICATIONS

##### IV-7.2.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of enrollment data.

Administrative and policy matters related to the assigned areas of responsibility.

Modern office procedures, methods, and equipment including automated data processing.

Methods and techniques of program marketing, college level enrollment management and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles of budget development and administration.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Dean of Enrollment Management (Continued)**

IV-7.2.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate professional and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College enrollment and student services.

Organize and direct a comprehensive community student recruitment and admissions program.

Effectively market College programs and recruit students; oversee adequate availability of recruitment materials.

Counsel and advise students on a variety of enrollment, disciplinary and administrative matters.

Facilitate a quality customer service orientation.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

Prepare and analyze administrative and statistical reports; maintain benchmark data on enrollment.

IV-7.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in the development and administration of academic programs or student services in a college or university setting.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Dean of Enrollment Management** (Continued)

Training:

A Master's degree from an accredited college or university, or equivalent.

## ***IV-7.3     Director of Admissions***

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### IV-7.3.1        DEFINITION

To plan, organize and direct the operations of the College admissions and recruitment office; to evaluate all applications for health-related programs of the College; to provide highly responsible academic and administrative staff support to the Associate Vice President for Student Services; and to coordinate assigned activities with other College departments.

### IV-7.3.2        SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Student Services.

Exercises direct supervision over professional and clerical staff.

### IV-7.3.3        ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Lead and participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to student recruitment and admissions; develop and recommend new or modified programs, policies and procedures.

Monitor, oversee and coordinate student admissions and recruitment activities and processes; ensure that such activities comply with College policies, procedures, goals and objectives.

Maintain collection of school catalogs, course descriptions and general educational information for applicant and student use.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise applicants on a variety of academic and administrative matters; assess prospective student standing and needs; suggest alternative courses of action.

Review and evaluate applications for health-related programs; determine applicant eligibility; ensure admissions standards and criteria are met.

Interpret and apply college admissions policies, rules and regulations; ensure compliance with policy, state law, and applicable federal regulations pertaining to admissions and disclosure of applicant information.

Coordinate assigned administrative activities with those of other instructional units, departments and outside agencies and organizations.

Advise prospective and current students in areas of admission requirements, individual program requirements, admission status and the transfer of credit from other institutions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Admissions** (Continued)

Serve as a member of the College admissions committee.

Assist in the identification of prospective student populations; coordinate targeted and generalized student recruitment activities.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the administrative affairs of the department.

Participate in the marketing of College programs; recruit students; make presentations to outside contacts.

Represent the College at community and outside organization functions including career fairs and conferences.

Supervise, train, and evaluate admissions and recruitment staff.

Perform related duties as assigned.

IV-7.3.4      QUALIFICATIONS

IV-7.3.4.1      Knowledge of:

Admissions requirements, process and procedures.

Curriculum and subject matter of College instructional programs and services.

Principles, practices, and methods of educational program marketing and student recruitment.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Applicable laws, rules, regulations, and procedures.

Modern office procedures, methods, and equipment including automated data processing equipment.

IV-7.3.4.2      Ability to:

Organize and direct a comprehensive student recruitment and admissions program consistent with applicable laws, rules, and regulations.

Evaluate applicant credentials and make sound judgments on academic proficiency.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Admissions (Continued)**

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise, train, and evaluate staff.

Prepare, analyze and implement appropriate recommendations related to College admissions and recruitment policies.

Effectively market College programs and recruit students.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise applicants and students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-7.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and supervision of a college level admissions and/or recruitment program.

Training:

A Master's degree from an accredited college or university, or equivalent.

## ***IV-7.4 Director of Basic Skills Programs***

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### IV-7.4.1 DEFINITION

To plan, organize, develop, direct, implement, supervise, train and evaluate the academic and support services of the Basic Skills and Human Resources Development Programs. To provide highly responsible academic and administrative duties and provide support to the Associate Vice President for Continuing Education. To coordinate Basic Skills Education and Human Resources Programs with other college departments. To maintain each program operation within the guidelines, policies and procedures of the Department of Community Colleges and Fayetteville Technical Community College.

### IV-7.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over administrative, support and instructional staff.

### IV-7.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Direct, coordinate, organize, plan, evaluate and administrative programs to assure fulfillment of goals, objectives, and effectiveness of all services provided.

Supervise, train, evaluate, provide support, promote personal, professional and educational growth to all program personnel.

Participate in monitoring, overseeing, and directing the development of Work Place Preparedness, educational courses, curriculum assessment tools, master course and class schedules that provide optional opportunities for the student population and complies with college policies, procedures, goals and objectives.

Participate in academic and guidance counseling of students and make recommendations for suspending disruptive students.

Confer with and provide staff with the dissemination and interpretation of administrative policies and regulations related to programs and college.

Participate in the development and administration of program budgets; forecast and recommend additional funds needed for staffing and equipment; coordinate, monitor and recommend approval of expenditures for textbooks, instructional materials and program supplies.

Participate in informing and coordinating programs services with business and industry, public services, other agencies, and other programs and departments.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Director of Basic Skills Programs (Continued)**

Participate in the developing, writing and implementation of grants; monitor grant activities and monies to ensure appropriate allocation of expenditures.

Direct, coordinate, organize, and plan annually the Adult High School and General Education Development graduation exercise.

Participate, direct, and oversee the preparation of the Adult High School Affiliation Agreement with the local board of education agency; monitor program to ensure operation within the criteria adopted by the State Board of Education.

Participate in the planning, developing and implementation annually of a marketing, recruitment, retention and tracking plan for all assigned programs.

Oversee, direct and monitor the development of printed materials related to all program areas.

Participate, direct, and oversee the preparation of accurate reports, records, statistical reports, Annual Program Audit, Strategic Plan, Annual Data Reports, and the Annual Basic Skills Program Application and Plan.

Participate in recruiting and recommending the employment of all persons for employment in assigned program areas.

Represent the college at community, regional, state and national functions and occasionally make presentations for programs areas.

Serve on a variety of local and state ad hoc committees and task forces for research and recommendation related to programs.

Coordinate building activities for gaining greatest use of space for all assigned offices and classes.

Review for approving and disapproving all contracts, time sheets, work verification forms, work orders, class field trips, class attendance rosters, professional service agreements, travel, purchase orders, and leave requests.

Participate in overseeing and directing changing organizational structure, policy and training programs to meet the changing demands of the work place and to better serve the community.

Report and perform duties assigned by the Associate Vice President for Continuing Education.

#### IV-7.4.4      QUALIFICATIONS

##### IV-7.4.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Basic Skills Programs (Continued)**

Curriculum and subject matter related to the assigned area of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Methods and techniques of student counseling.

Principles of budget development and administration.

IV-7.4.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit part-time faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-7.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Basic Skills Programs** (Continued)

Experience:

Four years of increasingly responsible experience in the development and administration of academic programs in a college or university setting including specific experience directly related to the assigned area of responsibility.

Training:

A Master's degree from an accredited college or university in a field directly related to the assigned area of responsibility, or equivalent.

## ***IV-7.5     Director of Budgets and Financial Systems***

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### **IV-7.5.1        DEFINITION**

To perform professional and technical financial services work in a variety of areas to include financial, accounting, budget, bookstore operation, food service accounting, purchasing and provide responsible administrative assistance to the Vice President for Business and Finance. To support staff in use of computer systems to include assisting and/or training in all financial software packages and writing minor programs for data extraction.

### **IV-7.5.2        SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Vice President for Business and Finance.

Exercises functional and direct supervision over technical and professional staff.

### **IV-7.5.3        ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:**

Prepare monthly and annual accounting and financial reports.

Prepare analysis and research specific problems.

Review cash receipts and disbursements for specified accounts and perform cash counts periodically.

Review and verify purchase requests to specified funds and ensure State and Federal guidelines are followed.

Review bookstore and food service operations, activities and personnel and recommend improvements and modifications, to include the monthly statement of operations.

Oversee cash management for College.

Prepare state budget revisions and journal entries.

Collect financial data, prepare surveys and coordinate data with the Office of Institutional Effectiveness and Assessment and Office of the Vice President for Business and Finance.

Prepare invoices for payment for construction projects and forms 2-16 and 2-17 for NCCCS.

Assist and/or train professional and technical staff in use of the computer to include all financial software.

Write minor programs to allow for retrieval of financial data and for correction of computer problems.

Support computer needs during registration.

Recommend computer enhancements.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Budgets and Financial Systems (Continued)**

Assist in year-end close out of financial records.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Review and recommend improvements to the College's accounting and financial internal control systems and procedures.

Provide support to the Vice President for Business and Finance related to assigned areas of responsibility.

Perform related duties as assigned.

IV-7.5.4      QUALIFICATIONS

IV-7.5.4.1      Knowledge of:

Principles and methods of financial administration in the areas of accounting, budgeting and cash management.

Modern office practices, procedures, methods and equipment including automated accounting systems.

Laws regulating the financial administration of a community college.

Generally accepted accounting principles.

System maintenance principles required to support the financial software.

Query language concepts for extracting information from databases.

IV-7.5.4.2      Ability to:

Analyze problems, identify alternative solutions and implement recommendations in support of goals.

Prepare complex accounting reports and analysis.

Analyze hardware and software needs and solve problems that arise.

Read, interpret and apply complex rules, regulation manuals and other publications needed for preparing surveys.

Maintain effective work relationship with outside organizations and college staff and faculty.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Budgets and Financial Systems (Continued)**

Communicate clearly and concisely, both orally and in writing.

IV-7.5.4.3      Experience and Training guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in financial and/or computer system administration.

Training:

A Bachelor's degree in finance, accounting, business administration or closely related field with advanced training in computers; or equivalent.

## ***IV-7.6     Director of Cape Fear Botanical Garden***

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### **IV-7.6.1         DEFINITION**

To plan, direct, and review the activities and operations of the Botanical Garden. Activities and operations include garden planning, design, development and maintenance, facility planning and development, facility maintenance, vehicle maintenance, telephone operations, coordinating assigned activities with other Departments, Divisions, and outside agencies. In addition, serve as Executive Director to the Cape Fear Botanical Garden (CFBG) Board, as well as represent the Botanical Garden and the College at community and outside organizations, functions and activities. Provide responsible administrative support to the Vice President for Administrative Services.

### **IV-7.6.2         SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President for Administrative Services, from the President of the CFBG Board of Directors.

Exercises direct and indirect supervision over organizational staff and volunteers.

### **IV-7.6.3         ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Serve as Executive Director to the Cape Fear Botanical Garden Board.

Represent the Botanical Garden and the College at community and outside organizations, functions and activities.

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to garden operations and related activities of the Horticulture Department; develop and implement new or modified programs, policies, and procedures.

Direct, oversee, and participate in the development of the garden's work; assign work activities, projects and programs, monitor workflow; review and evaluate work products, methods, and procedures.

Coordinate, administer, and oversee new construction and major renovation projects with outside contractors.

Prepare bid specifications as required.

Negotiate and administer contracts with outside vendors and contractors, review completed projects for contract compliance, and take appropriate action to resolve differences.

Coordinate garden activities with FTCC Horticulture Technology and with those of other departments, divisions, and outside organizations and agencies. Provide staff assistance to the Vice President for Administrative Services, other supervisors and administrators, prepare and present staff reports and other necessary correspondence.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Cape Fear Botanical Garden (Continued)**

Develop and administer the Botanical Garden budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor expenditures, request midyear adjustments as necessary.

Participate in the selection, training, motivation, and evaluation of personnel. Provide staff training for employees to correct deficiencies in performance. Implement discipline and termination procedures as required.

Confer with and provide staff assistance and advice to higher level College staff regarding garden operations and services, and the interface of garden operations and curricular activities.

Develop, prepare, and present recommendations and reports as required.

Assist staff in preparing garden for special events.

Perform related duties as assigned.

IV-7.6.4      QUALIFICATIONS

IV-7.6.4.1      Knowledge of:

Principles, practices, methods and techniques of Botanical Garden operations, maintenance, repair, and construction.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Principles and practices of organization, administration, training and personnel management.

Building and safety codes and sanitary and health regulations.

English usage, grammar, spelling, and punctuation.

Budgeting procedures and techniques.

IV-7.6.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Coordinate the operations of the Botanical Garden with the curricular needs of FTCC Horticulture Technology students and faculty.

Assist in the negotiation and administration of contracts with outside services vendors.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Cape Fear Botanical Garden (Continued)**

Effectively develop, implement, and evaluate programs and strategies designed to create and maintain an esthetically pleasing, educational, safe, functional, secure, and orderly garden that can be operated in an efficient and economical manner.

Compile and maintain accurate and complete records and reports.

Prepare, analyze, and implement appropriate recommendations related to garden operations and maintenance.

Assist in the preparation and administration of a budget.

Interpret and apply policies, procedures, rules, and regulations.

Train, supervise, and evaluate assigned staff.

Communicate effectively both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate and network with individuals and organizations.

IV-7.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of administrative and supervisory experience.

Training:

A Master's degree from an accredited college or university in Agriculture, Botany, Landscape Architecture, Horticulture or related field.

## ***IV-7.7 Director of Community Services/Occupational Extension Education (Director of Instructional Programs)***

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### **IV-7.7.1 DEFINITION**

To plan, organize and direct the academic and administrative activities of continuing education programs both on and off campus; to provide highly responsible academic and administrative staff support to the Associate Vice President for Continuing Education; and to coordinate assigned activities with other College divisions and departments.

### **IV-7.7.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over instructional and administrative staff.

### **IV-7.7.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to providing continuing education programs; develop and recommend new or modified programs, courses, policies and procedures to meet the needs and interests of the community.

Monitor, oversee and coordinate the development of community services and occupational extension courses and programs; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Prepare schedule for registration of classes and assist with the registration on and off campus.

Visit and verify classes in accordance with the College Accountability Plan.

Develop, review, recommend for approval and monitor the use of course outlines, materials and textbooks; maintain currency on instructional techniques and methods.

Supervise, train, motivate and evaluate assigned faculty and staff; prepare recommendations for faculty recruitment; select part-time faculty; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Recruit, train, supervise and evaluate center supervisors and security personnel for both on and off campus programs.

Coordinate with public school administration for use of the schools, equipment; prepare rental contracts for classrooms; monitor use of schools and ensure that College complies with contract.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Community Services/Occupational Extension Education (Director of Instructional Programs) (Continued)**

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; review and recommend approval of student petitions; settle student grievances.

Confer with and provide staff assistance and advice to higher level management staff on educational and administrative matters; develop, prepare and present recommendations and reports as requested.

Coordinate assigned educational and administrative activities with those of other instructional units, departments and outside agencies and organizations.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the academic and administrative affairs of the department.

Participate in the marketing of assigned programs; develop brochures, fliers, newspaper and radio ads; recruit students; make presentations to outside contacts.

Prepare the continuing education schedule of classes; coordinate content with other directors; coordinate with printer for printing and distribution schedule; ensure accuracy of content for division; distribute to area high schools and other locations.

Participate in the development and administration of the community services and occupational extension program budget; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures.

Monitor and ensure accuracy of all instructor and staff contracts and time sheets.

Participate in overseeing and coordinating administrative operations within the assigned area of responsibility; coordinate the ordering of textbooks and instructional materials; monitor and evaluate workload; recommend and implement policies and procedures.

Participate in overseeing and directing the compilation and development of master course schedules; ensure that schedules provide optimal opportunities for the student population.

Represent the College at community and outside organization functions including career fairs and conferences.

Perform related duties as assigned.

IV-7.7.4      QUALIFICATIONS

IV-7.7.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Community Services/Occupational Extension Education (Director of Instructional Programs)** (Continued)

Principles, practices, and methods of community outreach and extension education.

Curriculum and subject matter related to continuing education programs and services.

Principles and practices of college level academic administration.

Methods and techniques of academic vocational and avocational programs and curriculum planning, development, implementation, evaluation and accountability.

Subject matter related to the assigned programs.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Methods and techniques of student counseling.

Principles and practices of financial record keeping.

Principles of budget development and administration.

Methods and techniques of program marketing and publicity.

IV-7.7.4.2      Ability to:

Direct and administer a significant continuing education program.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic, vocational and administrative affairs.

Effectively market College programs and recruit part-time staff and faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic, vocational and administrative matters.

Maintain effective work relationships with members of the community, public school administration, the student population, and College academic and administrative staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Community Services/Occupational Extension Education (Director of Instructional Programs) (Continued)**

Communicate clearly and concisely, both orally and in writing.

IV-7.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic, vocational and avocational programs in a college or university setting.

Training:

A Master's degree from an accredited college or university in education, educational administration or a closely related field; or equivalent.

## ***IV-7.8 Director of Counseling Services***

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### IV-7.8.1 DEFINITION

To plan, organize and direct the Student Services counseling programs and activities, ensuring that assigned functions fulfill applicable federal, state, local and college goals, objectives, policies and procedures; to supervise assigned staff and provide highly responsible academic and administrative staff support to the Associate Vice President for Student Services; to coordinate assigned activities with other college departments, and provide appropriate referrals to outside agencies.

### IV-7.8.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

### IV-7.8.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Lead and participate in the development, planning, implementation and administration of goals and objectives, policies and procedures related to counseling.

Develop and recommend new or modified programs, policies and procedures.

Monitor, oversee, and coordinate student counseling process to ensure compliance with college's mission.

Supervise, train, motivate and evaluate assigned staff.

Collaborate with admissions Director to monitor and oversee student admissions processes.

Review appropriate counseling resource material and recommend acquisition of same.

Prepare proposals for special population grants.

Administer and monitor grant appropriations as assigned.

Plan, develop and initiate effective counseling services and support to students and faculty.

Recommend selection of counseling staff members.

Administer the budget appropriation assigned to the counseling staff.

Provide and/or coordinate staff development activities.

Provide and/or coordinate staff development activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Counseling Services (Continued)**

Counsel and advise students in a variety of areas to include personal concerns, academic, social and physical needs.

Lead and serve on a variety of college committees.

Maintain awareness in current developments in leadership\management techniques, counseling in higher education settings, and areas related to assigned functions.

Represent the college at community and outside organization functions.

Develop collaborative programs with public school counseling professionals to include Tech Prep and Partnership programs.

Develop collaborative programs with public agencies to include the Department of Social Services, JOBS, Job Training Service, and Vocational Rehabilitation.

Provide appropriate referrals to social, psychological, and medical facilities.

Perform other duties as assigned.

IV-7.8.4      QUALIFICATIONS

IV-7.8.4.1      Knowledge of:

Leadership and management skills.

Counseling theories, processes, procedures and requirements.

College's goals, objectives, policies and procedures.

Admissions requirements, processes and procedures.

Curriculum and subject matter of college instructional programs and services.

Special and specific needs of special student populations.

Technical aspects of educational/career fields.

Educational systems and requirements, academic grades and unit equivalents.

Applicable laws, rules, regulations, codes of ethics and procedures.

Principles of supervision.

Modern office procedures, methods and equipment to include software and hardware.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Counseling Services (Continued)**

IV-7.8.4.2      Ability to:

Organize and direct a comprehensive student counseling program consistent with the institution's goals and objectives.

Interpret and apply college policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation of staff, peers and administration through discussion and persuasion.

Supervise, train and evaluate staff.

Prepare, analyze and implement appropriate recommendations related to college policies and procedures.

Communicate clearly and concisely, both orally and in writing.

Counsel and advise applicants and students on a variety of academic, personal and social matters.

Promote and relate to the special needs of students with different cultural and social backgrounds.

Establish and maintain effective working relationships with professional staff and associated agencies.

IV-7.8.4.3      Experience and Training guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible professional counseling experience with at least two years of involvement in the administration and supervision of counseling activities.

Training:

A Master's degree with a concentration in Counseling from an accredited college or university, or equivalent.

## ***IV-7.9     Director of Early Childhood Education Center***

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### **IV-7.9.1         DEFINITION**

To plan, organize, develop, direct and operate the child care center within the guidelines of all applicable policies and procedures; to coordinate with North Carolina Licensing Agencies; to provide highly responsible support to Early Childhood Department Chairperson; to provide a highly professional service to parents; and to effectively develop, control and administer the child care center budget.

### **IV-7.9.2         SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Dean of Engineering, Public Service and Applied Technology Programs.

Exercise direct supervision over child care center staff.

### **IV-7.9.3         ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Lead and participate in the development, planning and implementation of policies and procedures related to the child care center.

Ensure compliance for a five star rated center.

Develop and administer annual child care center budget.

Develop and maintain a parent handbook and staff operations manual.

Acquire and maintain appropriate accreditation status.

Maintain all records related to the operation of the center.

Evaluate child care center staff.

Participate in staff selection process.

Maintain positive relationships with parents, other agencies, and the general public.

Prepare proposal for child care center operation grants.

Participate in and coordinate professional development activities.

Enroll children and conduct parent orientation.

Develop and supervise implementation of developmentally appropriate practice.

Maintain liaison with Early Childhood Department.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Early Childhood Education Center** (Continued)

Represent the college at community functions and serve on a variety of committees and task forces.

IV-7.9.4      QUALIFICATIONS

IV-7.9.4.1      Knowledge of:

Principles and practices of organizations, administration and personnel management.

Techniques of budget development and administration.

Principles of supervision, training, and performance evaluation.

Day-to-day operation of a child care center.

Principles and techniques of human relations.

Principles and techniques of grant writing.

All applicable federal, state and local laws governing child care centers.

Principles and methods of financial administration.

College organization, including policy and procedural development.

IV-7.9.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate child care center staff.

Prepare, analyze and implement appropriate recommendations related to child care center administration.

Interpret and administer all applicable policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted relative to operating a child care center.

Establish and maintain accurate and complete records and files.

Communicate effectively, both orally and in writing.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Early Childhood Education Center** (Continued)

IV-7.9.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of administrative experience in a child care, preschool or kindergarten setting. Eligible for Level III Early Childhood Administrators Credential.

Training:

A Master's degree from an accredited college or university in Early Childhood Education, Child Development, Elementary Education, and Birth through Kindergarten, Human Services or Educational Administration.

## ***IV-7.10 Director of Evening Programs***

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### IV-7.10.1      DEFINITION

To provide staff assistance for the operation of evening and weekend classes conducted on the main campus or off-campus. To assist in planning, organizing and directing the activities relating to curriculum programs. To provide responsible administrative support to the Associate Vice President for Curriculum Programs. The supervisor's ultimate responsibility is to create an atmosphere conducive to learning for evening and weekend students.

### IV-7.10.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Associate Vice President for Curriculum Programs.

May exercise supervision over professional and clerical staff.

### IV-7.10.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist in registration.

Insure that facilities are open and ready for class.

Intervene when problems occur, evaluate incident, take appropriate action, and submit necessary reports/documentation.

Provide instructors with assistance in securing audiovisual aids, equipment and instructional materials.

Verify the time worked by all instructors and ensure the accuracy of all records and reports submitted to the College.

Monitor Field Trips/Requests.

Communicate instructor tardiness/absenteeism to the appropriate supervisor.

Supervise, train, motivate, and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Coordinate and provide staff supervision in the planning and conducting of students' evaluation of faculty.

Coordinate the employment, contract processing and payroll time reporting for adjunct faculty.

Assist in the development and implementation of administrative policies and procedures related to curriculum programs.

Confer with and provide administrative staff assistance and advice to executive management staff on

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Evening Programs (Continued)**

administrative matters; develop, prepare, and present recommendations and reports as requested.

Coordinate assigned activities with those of other units, departments, and outside agencies and organizations.

Provide administrative assistance to staff; provide assistance in researching and compiling information and reports for the Associate Vice President for Curriculum Programs.

Develop, coordinate and participate in a variety of special research and administrative projects; compile and analyze data and prepare related recommendations and reports.

Direct curriculum programs, projects, activities, and events as directed.

Promote Fayetteville Technical Community College and post high school education.

Perform related duties as assigned.

IV-7.10.4      QUALIFICATIONS

IV-7.10.4.1      Knowledge of:

Principles and practices of program management.

Methods and techniques of program evaluation.

Principles of supervision including employee performance.

Principles of human relations.

Principles and practices of record keeping.

IV-7.10.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations of proposed goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate staff.

Interpret and apply College policies, procedures, rules and regulations.

Relate to and work with staff and students with different cultural and social backgrounds.

Maintain effective work relationships with members of the community, the student population, and the college academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Evening Programs** (Continued)

IV-7.10.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible program administration experience.

Training:

A Bachelor's degree from an accredited college or university, or equivalent.

## ***IV-7.11 Director of Facilities Services***

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### IV-7.11.1 DEFINITION

To plan, direct, and review the activities and operations of Plant Operations including facility planning and development, facility maintenance, grounds maintenance, vehicle maintenance, telephone operations, and housekeeping services; to coordinate assigned activities with other Departments, Divisions, and outside agencies; and to provide responsible administrative support to the Vice President for Administrative Services.

### IV-7.11.2 SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President for Administrative Services.

Exercises direct and indirect supervision over supervisory, maintenance and clerical staff.

### IV-7.11.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to plant operations and related activities of the College; develop and implement new or modified programs, policies and procedures.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Coordinate, administer and oversee new construction and major renovation projects with outside contractors.

Prepare bid specifications.

Negotiate and administer contracts with outside vendors and contractors; review completed projects for contract compliance and take appropriate action to resolve differences.

Coordinate departmental activities with those of other departments, divisions, and outside organizations and agencies; provide staff assistance to the Vice President for Administrative Services, other supervisors and administrators; prepare and present staff reports and other necessary correspondence.

Develop and administer the Plant Operations budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor expenditures; request midyear adjustments as necessary.

Participate in the selection, training, motivation, and evaluation of personnel; provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures as assigned.

Confer with and provide staff assistance and advice to higher level College staff regarding plant operations and services as assigned; develop, prepare and present recommendations and reports as requested.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Facilities Services (Continued)**

Assist staff in preparing facilities for special events.

Perform related duties as assigned.

IV-7.11.4      QUALIFICATIONS

IV-7.11.4.1      Knowledge of:

Principles, practices, methods and techniques of physical plant operations, maintenance, repair and construction.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Building and safety codes and sanitary and health regulations.

English usage, grammar, spelling and punctuation.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

IV-7.11.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Assist in the negotiation and administration of contracts with outside service vendors.

Effectively develop, implement and evaluate programs and strategies designed to create and maintain a safe, functional, secure and orderly facility which can be operated in an efficient and economical manner.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to plant operations and maintenance.

Assist in the preparation and administration of a budget.

Interpret and apply College policies, procedures, rules, and regulations.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Facilities Services (Continued)**

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College's networking system.

IV-7.11.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of general facility maintenance experience with at least three years of administrative and supervisory experience.

Training:

A Bachelor's degree from an accredited college or university in building construction, engineering, architecture, business administration or a related field; or equivalent.

## ***IV-7.12 Director of Ft. Bragg Operations***

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### **IV-7.12.1 DEFINITION**

To plan, organize and direct the curriculum and continuing education activities on Fort Bragg, to include: recruiting, marketing, testing, counseling, registration, placement, program oversight, and academic and administrative activities of assigned educational, occupational, vocational, or avocational programs of study. Additionally, coordinate Fort Bragg activities with other College divisions, departments, and outside organizations; and provide highly responsible academic and administrative staff support to the Associate Vice President for Off-Campus Programs.

### **IV-7.12.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Associate Vice President for Off-Campus Programs.

Exercises direct and indirect supervision over professional, technical and clerical staff at Fort Bragg.

### **IV-7.12.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Lead and participate in the planning, development, implementation, and administration of College goals and objectives as well as policies, procedures and programs related to Fort Bragg.

Monitor, oversee and coordinate the development of educational programs within assigned instructional units and ensure that such courses comply with College policies, procedures, goals, and objectives.

Develop, review, recommend, and monitor course outlines, materials and textbooks; stay abreast of instructional techniques and methods; coordinate and ensure proper materials and textbooks are available for Fort Bragg.

Collaborate with appropriate Student Services Directors and Coordinators; and Academic Deans and Department Chairpersons, to ensure support of the College mission, especially in the areas of registration, admissions, counseling, Veterans Affairs, SOCAD and other related support activities.

Soldier Development Center: Supervise, train, motivate and evaluate assigned staff; prepare recommendations for faculty; select part-time faculty; establish and monitor employee performance objectives and prepare and present employee performance reviews of personnel; provide or coordinate staff training.

Fort Bragg: Supervise, motivate, and evaluate assigned staff; training provided by collaborative efforts of appropriate staff.

Recommend, in coordination with appropriate Associate Vice Presidents and other Directors, selection of new staff and faculty members.



## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Director of Ft. Bragg Operations** (Continued)

Provide academic advising to active duty military personnel, dependents, Civil Service employees, retirees, and other students enrolled in Fort Bragg programs; evaluate military training and experience in accordance with SOCAD and College guidelines; access student standings and needs and suggest alternative courses of action; and settle student grievances.

Coordinate and administer the Servicemembers Opportunity College Associates Degree (SOCAD).

Confer with and provide staff assistance and advice to higher level management staff on academic and administrative matters; develop, prepare and present recommendations and reports as requested.

Participate in the development and administration of department budgets; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures for the Soldier Development Center.

Participate in the compilation and development of off-campus course schedules; ensure that schedules provide optimal opportunities for the student population; coordinate submission of grades and reports as requested.

Participate in the marketing and advertising of programs and activities on Fort Bragg; prepare advertising brochures and materials; recruit and retain students; prepare and present presentations to outside contacts.

Represent the College at community and outside organization functions; serve on a variety of ad hoc committees and task forces.

Maintain liaison and effective relations with Army/Air Force Education Center Directors, Counselors, and other Education Center personnel.

Perform related duties as assigned.

#### IV-7.12.4      QUALIFICATIONS

##### IV-7.12.4.1      Knowledge of:

Advanced principles, practices and techniques of student counseling and advisement.

Curriculum and subject matter related to off-campus programs.

Rules and regulations relating to military personnel.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of program development and evaluation.

Principles and practices of college level academic administration to include College organization, policies, and procedural development.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Ft. Bragg Operations** (Continued)

Methods and techniques of academic program and curriculum development and evaluation.

Principles of budget development and administration.

General SOCAD requirements, rules, regulations, policies and procedures.

Principles and practices of personnel supervision, training and evaluation.

Applicable codes, local ordinances and regulations.

A variety of modern office equipment including computers.

Methods and techniques of program marketing and publicity.

IV-7.12.4.2     Ability to:

Oversee and train academic and administrative staff.

Develop programs, projects and services to meet the identified needs of Fort Bragg.

Operate a variety of office equipment including computers.

Analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.

Maintain a clean, efficient and safe working environment.

Advise Fort Bragg students on a variety of academic, personal and administrative matters.

Gain cooperation through discussion and persuasion.

Analyze, prepare and implement program recommendations.

Interpret and apply College policies, procedures, rules and regulations to assigned program responsibilities.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Effectively market College programs and recruit part-time faculty on Fort Bragg.

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FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Ft. Bragg Operations** (Continued)

IV-7.12.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in program development and administration of academic programs in a college or university setting including specific work directly related to support of military requirements.

Training:

A Master's degree from an accredited college or university in education, counseling, business administration or a closely related field; or equivalent.

## ***IV-7.13 Director of Institutional Effectiveness and Assessment***

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### **IV-7.13.1 DEFINITION**

To provide leadership, management, and coordination of a variety of activities which support the faculty and staff of the College, primarily by working in planning, institutional research and institutional effectiveness and by producing several publications for internal and external use, including:

- the Strategic Plan,
- the Annual Planning Cycle,
- the Fact Book,
- manuals on accreditation, revision and updates of institutional policy and procedural manuals, and
- responses to federal and state agencies and to accrediting agencies including Southern Association of Colleges and Schools, Commission on Colleges (SACS).

Provides oversight on a variety of surveys and evaluations to collect and report data related to the College's performance levels. Provides oversight for the College's Assessment Plan activities.

### **IV-7.13.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Vice President for Administrative Services.

Exercises direct supervision over professional, technical, and clerical staff.

### **IV-7.13.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, implement, and administer strategic and operational planning efforts; monitor and evaluate institutional effectiveness and assessment activities.

Assist in the development of Institutional goals, General Education Competencies, and Annual Planning Assumptions; coordinate the development and administration of institution-wide evaluation procedures.

Research, compile, edit, and publish documents, research reports and resource material relevant to planning, instructional program review, and continuous quality improvement activities at the College.

Assist the Vice President of Academic and Student Services with the coordination necessary for the accreditation processes at the College.

Provide current updates on changes to the SACS Criteria to the Executive Council and the President; and maintain an awareness of campus activities as they relate to the Criteria.

Assist the Institution SACS Liaison for the Southern Association of Colleges and Schools with various reports, projects, and research.

Coordinate and participate in the long- and short-range planning activities and projects.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Institutional Effectiveness and Assessment (Continued)**

Supervise the coordination of the College's response to incoming surveys from outside agencies, including institutional compliance reports for IPEDS, NCHEDS, SACS, and others as required.

Supervise the design, implementation, and analysis of surveys to support campus planning and evaluation, including student tracking and follow-up.

Provide training classes to faculty and staff on Institutional Effectiveness and Assessment activities required at the College.

Monitor the Critical Success Factors and advise senior leadership on trends related to performance levels for each factor.

Update official policy and procedures documents as changes are submitted after approval by the President.

Develop, monitor and administer the office budget.

Attend meetings and participate in a variety of College advisory panels and committees which impact on institutional effectiveness and assessment activities.

Serve as the information and planning resource to the faculty, staff, administration and other constituencies of the College.

Provide research and data analysis support to the faculty, staff and administration of the College.

Represent the College at outside organizations, functions and activities as appropriate.

IV-7.13.4      QUALIFICATIONS

IV-7.13.4.1      Knowledge of:

Principles and practices of planning, research and analysis.

Program and institutional accreditation processes and criteria.

Sources, uses, and types of planning data applicable to institutions of higher education.

Priorities, goals, and objectives of the College.

Educational objective setting and program evaluation.

Principles, practices, and techniques of strategic and operational planning.

Institutional policies and procedures.

Institutional Assessment models and processes.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Institutional Effectiveness and Assessment (Continued)**

Microsoft Office Suite, including Visio or related Project Management software.

IV-7.13.4.2     Ability to:

Read, interpret and apply complex rules, regulations, policies and procedures.

Organize, direct and implement a comprehensive institutional effectiveness and assessment process.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed action, and recommend actions in support of goals.

Gain consensus through discussion and persuasion.

Create and publish Process Flow Charts.

Establish and maintain effective working relationships with all areas of the College.

Monitor and administer a budget.

Hire and supervise staff, including appraising performance and training employees.

Ability to lift up to fifty-five pounds.

Be able to pass a local records check/background investigation.

IV-7.13.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in long-range planning, and research.

Training:

A Master's degree from an accredited college or university with course work in planning, research, curriculum instruction, business, management, educational administration, or a related field; or equivalent.

## ***IV-7.14 Director of Instructional Programs***

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### IV-7.14.1 DEFINITION

To plan, organize and direct the academic and administrative activities of an assigned educational, occupational, vocational, or avocational program of study such as programs of study in Continuing Education or Curriculum Programs, to provide highly responsible academic and administrative staff support to a senior College administrator; and to coordinate assigned activities with other College departments.

### IV-7.14.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an Associate Vice President or assigned management level supervisor.

Exercises direct supervision over instructional and administrative staff.

### IV-7.14.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to the assigned area of responsibility; develop and recommend new or modified programs, courses, policies and procedures.

Participate in monitoring, overseeing and coordinating the development of educational courses and programs within assigned instructional unit; ensure that such courses and programs comply with College policies, procedures, goals and objectives.

Develop, review, recommend for approval and monitor the use of course outlines, materials and textbooks; maintain currency on instructional techniques and methods.

Supervise, train, motivate and evaluate assigned staff; prepare recommendations for full-time faculty recruitment; select part-time faculty; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Counsel and advise students on a variety of academic and administrative matters; assess student standing and needs; suggest alternative courses of action; review and recommend approval of student petitions; settle student grievances.

Confer with and provide staff assistance and advice to higher level management staff on academic and administrative matters; develop, prepare and present recommendations and reports as requested.

Coordinate assigned academic and administrative activities with those of other instructional units, departments and outside agencies and organizations.

Develop and serve on a variety of ad hoc committees and task forces; research and develop recommendations related to the academic and administrative affairs of the Department.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Instructional Programs** (Continued)

Participate in the marketing and retention of assigned programs; recruit and retain students; make presentations to outside contacts.

Participate in the development and administration of the department budget; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and recommend approval of expenditures.

Participate in overseeing and coordinating administrative operations within the assigned area of responsibility; coordinate the ordering of textbooks and instructional materials; monitor and evaluate workload; recommend and implement policies and procedures.

Participate in overseeing and directing the compilation and development of master course schedules; ensure that schedules provide optimal opportunities for the student population.

Represent the College at community and outside organization functions including career fairs and conferences.

Develop and instruct classes as required.

Perform related duties as assigned.

IV-7.14.4      QUALIFICATIONS

IV-7.14.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Curriculum and subject matter related to the assigned area of responsibility.

Principles and practices of college level academic administration.

Methods and techniques of academic program and curriculum development and evaluation.

Principles of supervision including employee training and performance evaluation.

College organization, including policy and procedural development.

Methods and techniques of student counseling.

Principles of budget development and administration.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Instructional Programs** (Continued)

IV-7.14.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate academic and administrative staff.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs.

Effectively market College programs and recruit part-time faculty.

Interpret and apply College policies, procedures, rules and regulations.

Counsel and advise students on a variety of academic and administrative matters.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

IV-7.14.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the development and administration of academic programs in a college or university setting including specific experience directly related to the assigned area of responsibility.

Training:

A Master's degree from an accredited college or university in a field directly related to the assigned area of responsibility, or equivalent.

## ***IV-7.15 Director of Library Services***

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### IV-7.15.1 DEFINITION

To plan, organize, and direct the activities and operations of the College Library including reference, circulation, audio visual and technical services; to provide highly responsible and complex administrative staff support to faculty and administrative staff; and to coordinate assigned activities with other College departments, off-site facilities and faculty.

### IV-7.15.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Learning Technologies.

Exercises direct and indirect supervision over professional, technical and clerical library staff.

### IV-7.15.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals, objectives and procedures related to the College's library programs and services; develop and implement new or modified programs and procedures. Interpret and implement College policies.

Develop, recommend and administer the library's budget; forecast and recommend additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

Supervise, train, motivate and evaluate assigned library staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Participate in the selection of library personnel; interview applicants and recommend candidate for hire.

Oversee and coordinate the administrative operations within the library; monitor and evaluate workload; develop and implement policies and procedures.

Evaluate library collections and services.

Develop policies and priorities for the acquisition of library materials; solicit the recommendations of staff; review publicity materials and evaluations; determine final selection of acquisitions.

Coordinate and direct efforts to automate library services and activities.

Serve on a variety of committees and task forces; research and develop recommendations related to both the academic and administrative affairs of the College.

Coordinate assigned programs and activities with faculty, other College departments and off-site facilities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Library Services** (Continued)

Build and maintain current subject knowledge in applicable academic subjects.

Perform a variety of professional librarian duties; provide technical staff assistance as needed.

Perform related duties as assigned.

IV-7.15.4      QUALIFICATIONS

IV-7.15.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles of supervision including employee training and performance evaluation.

Techniques of budget development and administration.

Principles and practices of library organization and administration.

Library automation and information retrieval systems.

College curricula in applicable academic and non-academic subject areas.

College library materials selection standards and policies.

IV-7.15.4.2      Ability to:

Develop and implement library programs and services applicable to the needs of College students, faculty, and other users.

Administer the activities, services and operations of a College library.

Communicate clearly and concisely, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Train, supervise and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and recommend appropriate recommendations related to College academic and administrative affairs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Library Services** (Continued)

Maintain effective work relationships with students, outside organizations, and College academic and administrative staff.

IV-7.15.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible professional library experience with at least two years of involvement in the administration and supervision of library activities.

Training:

A Master of Library Science degree from an accredited college or university, or equivalent.

## ***IV-7.16 Director of Management Information Services***

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### **IV-7.16.1 DEFINITION**

To manage and maintain the College's technical staff providing network, systems, application development, and support services to the entire organization. The director in the role of chief information officer (CIO) works to ensure that technology implementation occurs in an integrated manner and for the benefit of both academic and administrative purposes. Serve as the approval authority for all data processing and data communications procurement. Provide highly complex technical and staff assistance.

### **IV-7.16.2 SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President for Administrative Services.

Exercises direct supervision over technical and clerical staff.

### **IV-7.16.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the provision of data processing data communications and computer support services; develop and implement new or modified programs, policies and procedures.

Prepare the management information systems budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.

Direct, oversee and participate in the development of the data processing and data communications work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Coordinate assigned data processing and data communications activities with those of other College staffs; develop, prepare and present recommendations and reports as requested.

Participate in the development of long and short range automation plans for the College; forecast needs and requirements; provide recommendations.

Participate in the development of the College technology plan.

Prepare Management Information Services (MIS) departmental assessment plan.

Design systems and supporting materials; coordinate overall system development.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Management Information Services (Continued)**

Develop and implement data processing standards and procedures.

Provide or coordinate staff training to maintain technical standards; conduct staff meetings to disseminate current information and to review and revise office procedures.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Serve on a variety of committees and task forces; research and develop recommendations related to the administrative affairs of the College.

Select, supervise, train, motivate and evaluate staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training; recommend employee terminations.

Oversee and coordinate the administrative activities of the Department; monitor and evaluate workload.

Represent the College at community and outside organization functions related to areas of responsibility.

Perform related duties as assigned.

IV-7.16.4      QUALIFICATIONS

IV-7.16.4.1      Knowledge of:

Principles and techniques of automated systems development, program planning and computer programming and data processing.

Computer methods and techniques, and systems procedures analysis and design.

Computer communications, local and wide area computer networks, and hardware and software used in data communication.

Computer hardware capabilities, requirements, and operations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Principles and practices of supervision, training and personnel management.

Research techniques, methods and procedures.

Budgeting procedures and techniques.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Management Information Services (Continued)**

IV-7.16.4.2     Ability to:

Organize, direct and implement a complex data network.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Plan, assign, supervise and review system analysis, design and programming activities and computer operations.

Effectively develop, implement and evaluate programs and strategies designed to provide comprehensive management information systems and services to the College.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Gain cooperation through discussion and persuasion.

Analyze and assess vendor hardware and software and make logical and appropriate recommendations and decisions.

Communicate highly technical information in a clear and concise manner to technical and non technical individuals.

Supervise, train and evaluate personnel.

Prepare and administer a budget.

IV-7.16.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in programming and systems and procedures analysis, including at least two years of supervisory experience.

Training:

A Master's degree from an accredited college or university in computer science, information systems or a closely related field; or equivalent.

## ***IV-7.17 Director of Media Services***

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### IV-7.17.1 DEFINITION

To manage, direct and coordinate the activities of the Media Services department including the production and distribution of instructional aids and materials and the scheduling and delivery of audio visual equipment and materials to faculty and administrative staff; to coordinate assigned activities with faculty, students and other College divisions and departments.

### IV-7.17.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Learning Technologies.

Exercises direct and indirect supervision over assigned professional, technical and clerical staff.

### IV-7.17.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage, direct and organize media service activities including the production and distribution of instructional aids and materials, development of marketing and public information materials, the scheduling and delivery of audio visual equipment and materials for faculty and staff use.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Identify and recommend new and innovative ways to utilize media and communications technology to achieve College goals and objectives.

Work as a team member to enhance utilization of new and innovative teaching methods.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Direct, oversee and participate in the development of the department work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Provide direction and advice to staff and faculty on assigned projects and programs.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Conduct college-wide evaluations of the products and services provided by the department; assess College needs and revise systems, procedures and service products accordingly.

Coordinate assigned activities with faculty, students, and other College divisions and departments.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Media Services** (Continued)

Prepare the media services department budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.

Identify equipment and order supplies and materials for the department; monitor and approve all expenditures.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Perform related duties as assigned.

IV-7.17.4      QUALIFICATIONS

IV-7.17.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Communications and media technologies, systems and procedures.

Audio visual equipment, software and their uses in an educational setting.

Professional media and communications standards.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

IV-7.17.4.2      Ability to:

Organize, direct and implement a comprehensive media services program.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Media Services** (Continued)

IV-7.17.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in communications, media production or a closely related field, including two years of administrative and supervisory responsibility.

Training:

A Bachelor's degree from an accredited college or university with major course work in communications, media production or a related field; or equivalent.

## ***IV-7.18 Director of Public Safety and Security***

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### IV-7.18.1 DEFINITION

To plan, organize and supervise campus safety and security services and programs; to supervise and coordinate campus parking and vehicle registration; and to perform a variety of tasks related to campus security.

### IV-7.18.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Administrative Services.

Exercises direct supervision over campus security personnel.

### IV-7.18.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage, direct and organize Public Safety and Security Department activities including planning, prioritizing, assigning, supervising, and review the work of personnel involved in the provision of campus traffic control and security.

Identify and recommend new and innovative ways to utilize technology to achieve college safety and security goals and objectives.

Recommend and assist in the implementation of goals and objectives: establish schedules and methods for providing campus Public Safety and Security; implement policies and procedures.

Evaluate safety and security operations and activities.

Serve as the Chairperson of the Safety and Physical Facilities Committee; develop a comprehensive campus Safety Plan, along with input from the Committee.

Provide input for the development of the Public Safety and Security Department budget; Forecast additional funds needed for staffing, equipment, materials and supplies; and administer the approved budget.

Participate in the selection of security personnel; provide or coordinate security officer training; work with personnel to correct performance deficiencies; conduct personnel evaluations; and implement disciplinary procedures as necessary.

Develop plans and procedures for emergencies to include but not limited to: bomb threats, hostage situations, and workplace violence prevention, fires and terrorist threats.

Provide information and assistance to students, staff, faculty and visitors; review complaints and recommend corrective action as necessary.

**FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE**  
**Director of Public Safety and Security (Continued)**

Assist with identifying safety hazards and meeting OSHA safety standards; maintain OSHA accident records; conduct fire prevention inspections, both internally and with the Fayetteville City Fire Safety Inspector, to include fire extinguisher checks.

Conduct security surveys of all facilities and parking lots to maximize lighting standards and maintain adequate protection.

Develop a comprehensive Crime Prevention Program; publish crime reports as required by the Campus Security Act; conduct resources protection training for employees who handle funds.

Establish and maintain an effective campus vehicle registration program.

Coordinate parking requirements for day to day operations and special functions; ensure parking lots are monitored for violations and safety hazards; review parking citations and develop a program to collect fines; and annually update the Public Safety and Traffic Rules and Regulations pamphlet.

Make inquiries into violations of federal, state and local laws, as required by the Clery Act of 1990. Coordinate with law enforcement agencies as necessary and assist in any investigation.

Ensure persons who violate the rules and regulations are identified, the incident is properly documented and referred to the proper agency or Dean.

Provide liaison with all local, state and federal law enforcement agencies in order to maintain a safe and secure campus environment.

Ensure proper documentation is completed for all incidents and accidents and is forwarded to the appropriated department or agency.

Perform other duties, as assigned.

**IV-7.18.4**      **QUALIFICATIONS**

**IV-7.18.4.1**      **Knowledge of:**

Organizational and management practices as applied to the analyses and evaluations of programs.

Policies and operational needs, principles, practices, methods, procedures and standards of law enforcement, security and public safety.

Applicable laws, ordinances, and college policies, procedures and regulations.

Principles and practices of organization, administration, supervision, training, and personnel management.

Safety and security technologies, systems and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Public Safety and Security** (Continued)

Budgeting procedures and techniques.

Emergency action procedures.

IV-7.18.4.2     Ability to:

Plan, supervise, schedule and coordinate campus safety and security services.

Interpret, apply and enforce applicable laws, ordinances, and regulations and policies.

Conduct security inquiries and accurately document findings.

Establish and maintain effective working relations with those contacted in the course of assigned duties to include campus and non-campus personnel.

Administer individual employee contracts.

Prepare and administer a budget.

Communicate effectively, both orally and in writing.

Select, supervise, train, and evaluate personnel.

IV-7.18.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in law enforcement, security, or related experience, including four years of administrative and supervisory responsibility.

Training:

A Bachelor's Degree from an accredited college or university with major course work in criminal justice, law enforcement, or related field; or equivalent.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid, North Carolina driver's license.

## ***IV-7.19 Director of Student Activities***

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### IV-7.19.1      DEFINITION

To plan and organize student activities; Student Government Association; provide support for student clubs and club advisors; provide highly responsible administrative staff support to the Associate Vice President for Student Services.

### IV-7.19.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Associate Vice President for Student Services.

May exercise direct supervision over students, professional and clerical staff.

### IV-7.19.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Increase student participation in scheduled campus activities.

Provide opportunities for faculty, staff, and administrators involvement in student activity programs.

Attend student club meetings on a periodic basis.

Provide programs and activities to assimilate all students into the campus environment.

Disseminate information on campus activities.

Provide advice, counseling, and intervention when necessary to insure student success and compliance with campus code of conduct.

Provide support and assistance to student club advisors and officers and maintain an up-to-date Club Advisors Handbook.

Coordinate intramural and related student activities with Recreation Associate department chair.

Maintain an open exchange of ideas and information with students, faculty, and staff.

Promote student success and retention.

Plan, conduct, and evaluate student orientation.

Provide direct supervision over student activities in Student Center, student activities programs, and SGA.

Monitor student activities and behavior in Student Center and related activities.

Intercede when necessary to insure a safe and friendly campus environment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Student Activities** (Continued)

Recommend corrective action to improve student behavior.

Interpret school policies, rules, and code of conduct.

Insure compliance with college rules, regulations, and code of conduct.

Supervise distribution of college ID cards.

Serve on a variety of institutional and ad hoc committees and task forces; research and develop recommendations related to programmatic and administrative affairs of the College.

Represent Student Services, specifically student activities, at community and outside organization functions including career days and conferences.

Perform related duties as assigned.

IV-7.19.4      QUALIFICATIONS

IV-7.19.4.1      Knowledge of:

Subject matter related to student activities.

Principles and practices of program management.

Methods and techniques of program development and evaluation.

Applicable laws, rules, regulations, and procedures.

Principles of supervision including motivation and disciplinary action of students.

College organization, including policy and procedural development.

Computer hardware and software.

Principles and practices of financial record keeping.

Principles, practices, and methods of proper marketing and publicity.

IV-7.19.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned students and staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Student Activities** (Continued)

Monitor student behavior in Student Center and take appropriate action.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Prepare, analyze, and implement appropriate recommendations related to assigned program affairs.

Effectively market student activities programs.

Evaluate student activities programs and implement improvements.

Interpret and apply College policies, procedures, rules and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Communicate clearly and concisely, both orally and in writing.

Use a personal computer to maintain records, to plan and schedule student activities, and to make pictured student ID cards.

IV-7.19.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of responsible program administration experience in the development and supervision of a college level student activities program or related field.

Training:

A Master's degree from an accredited college or university related to area of assigned program; or equivalent.



## ***IV-7.20     Director of Student Financial Aid Services***

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### **IV-7.20.1            DEFINITION**

To plan, organize and coordinate the College's Student Aid programs and services consisting of federal, state, private and institutional financing; to provide highly responsible and complex administrative staff support to the Associate Vice President for Student Services; and to coordinate assigned activities with other College divisions, departments and outside organizations.

### **IV-7.20.2            SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Associate Vice president for Student Services.

Exercises direct and indirect supervision over professional, technical and clerical staff.

### **IV-7.20.3            ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Administer federal, state, private and institutional student aid programs, including VA benefits, loans, grants, scholarships and work-study employment; monitor the student aid process to ensure compliance with federal and state regulations and fiscal accountability.

Develop, plan, implement and administer goals and objectives as well as policies and procedures related to the College's Student Aid programs; develop and implement new and modified programs, policies and procedures.

Secure funding from both public and private sources.

Represent the College to special interest groups, private interests, community groups and the general public.

Direct and evaluate student aid packaging policies to determine appropriate allocation of funds to specific categories of students.

Direct and evaluate veterans benefit programs to determine appropriate chapter assignments and allocation of funds to students.

Coordinate assigned student aid activities with those of other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

Coordinate federal, state and College programs to meet deadline dates and reporting responsibilities; act as a liaison with federal, state and private agencies regarding student aid.

Direct and administer the College scholarship program; develop and evaluate recommendations for related policies and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Student Financial Aid Services (Continued)**

Develop and maintain effective information dissemination and public relations on student aid matters.

Perform related duties as assigned.

IV-7.20.4      QUALIFICATIONS

IV-7.20.4.1      Knowledge of:

Principles of effective public relations with federal, state and private agencies.

Applicable federal and state laws, rules and regulations regarding student aid programs.

Research methods and techniques of report presentation.

Record keeping and reporting procedures.

Modern office methods and equipment, including data processing applications.

IV-7.20.4.2      Ability to:

Plan, organize and execute a comprehensive student aid program.

Understand, interpret and apply laws, rules and regulations as they apply to student aid programs.

Interpret and apply College policies, procedures, rules and regulations.

Communicate effectively, both orally and in writing, including preparation of reports utilizing technical and statistical information.

Gain cooperation through discussion and persuasion.

Prepare, analyze and implement appropriate recommendations related to College administration.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-7.20.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Financial Aid** (Continued)

Experience:

Four years of progressively responsible administrative or staff experience in Veterans Administration and financial aid (Title IV) assistance programs.

Training:

A Masters degree from an accredited college or university in business administration or a closely related field; or equivalent.

## ***IV-7.21 Director of Success Center***

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### IV-7.21.1 DEFINITION

To plan, organize, implement, and direct the activities and programs of a Success Center for college students; to provide for general instruction and assistance to students using established materials, computer tutorial exercises, and other learning aids and resources; to supervise staff and faculty working within the Center; to provide highly responsible academic and administrative staff support to senior College administrators; and to coordinate assigned activities with other College departments.

### IV-7.21.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Learning Technologies.

Exercises direct supervision over assigned professional and technical staff.

### IV-7.21.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, implement and supervise the activities and programs of the College's Success Center.

Research and identify new tutorial and instructional resources and aids available to assist students in learning academic concepts; prepare recommendations and summary of analyses.

Working with faculty and staff, recommend the selection of appropriate resources for instructional support; provide related documentation and materials.

Supervise and direct the development of user manuals and documentation for instructing students in the usage of Success Center materials and resources including computers and related software packages.

Provide general instruction and assistance to students on a variety of Center and course related matters; review student work in progress and assist in resolving problems.

Monitor students involved in laboratory activities; ensure student compliance with Center policies and procedures.

Design and implement evaluation tools to assess Success Center usage and student benefits; prepare reports and statistics documenting Center program usage.

Train and supervise assigned professional and technical staff; establish and monitor employee performance objectives.

Order and maintain inventories, supplies, materials and equipment; maintain appropriate records.

Maintain the Center; ensuring that routine maintenance and minor repairs are performed on computer equipment; coordinate and schedule maintenance and repair with outside vendors.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Success Center** (Continued)

Maintain software library ensuring that back-up copies and archival disks are reproduced as necessary.

Perform related duties as assigned.

IV-7.21.4      QUALIFICATIONS

IV-7.21.4.1      Knowledge of:

Available learning resources and study aids available to assist students with academic studies.

Operational characteristics of microcomputers and related peripheral equipment.

Current software packages and their applications to facilitate the learning process.

Practices of basic record keeping.

Research techniques and methods of report preparation.

Principles of supervision including employee professional development training.

IV-7.21.4.2      Ability to:

Prepare a variety of training workshops and exercises for student and staff use including utilization of computers and related software applications.

Research, analyze and recommend appropriate tutorial approaches and aids including filmstrips, cassette tapes, computer software packages and related hardware needs.

Demonstrate correct methods, practices and techniques for utilizing Success Center accessories and equipment.

Provide assistance and instruction to students on academic matters.

Train and supervise Center staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Success Center** (Continued)

IV-7.21.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience supervising faculty and instructional program staff in a variety of academic and program areas; possess a thorough understanding of a variety of instructional techniques and methods, including computer-based learning resources.

Training:

A Master's degree from an accredited college with major course work in education or a related field, or equivalent.

## **IV-7.22     *Director of Technology Innovation and Applications***

### **IV-7.22.1         DEFINITION**

Provides leadership, integrative management, and direction for the College's technology support for distance education initiatives, interactive 3D and other systems to include strategic planning, budgeting for technology resources, and coordination and integration of technologies to support the college's global education and workforce indicatives. Recommends educational and training technologies and application. Serves as the College's subject matter expert on issues related to administrative, student support, and academic learning systems technologies in education and training.

### **IV-7.22.2         SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Vice President of Learning Technologies.

Exercises direct and indirect supervision over technical and clerical staff.

Coordinates with the Director of Management Information Services, AVPs, Deans, and faculty.

### **IV-7.22.3         ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Provide institution-wide leadership and direction in the management and operation of technologies supporting distance education across the College.

Lead and coordinate the development and implementation of technology innovation, integration and applications for distance education for the College.

Lead, guide, and oversee the budgeting process, and provides leadership in cost and productivity analysis for distance education technologies.

Assist in the coordination and development of distance learning technologies across the College, to achieve maximum institution-wide efficiencies and synergies.

Coordinate the identification and prioritization of required distance learning initiatives among the College's various operating components.

Provide direction and leadership in the review of present distance learning systems and methods, and in the formulation of new and revised systems.

Maintain professional contacts with other colleges, external entities, equipment manufacturers, and professional organizations concerning existing and developing information technologies.

Lead and participate in strategic planning for distance education technologies.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Director of Technology Innovation and Applications** (Continued)

Work closely with associate vice presidents, deans, division chairs, department chairs and faculty to facilitate technology support for courses and degree programs through the College's distance education program.

Lead product design development in collaboration with faculty and staff.

Provide technical and procedural direction for the implementation of instructional design products.

Participate in and provide support for the marketing of distance education programs.

Manage the technology budget for distance education support and ensure effective management of resources within established FTCC guidelines.

Write, obtain and manage grants to support distance education resources, workforce training, interactive 3D initiatives and technologies.

Provide oversight for professional development education and training for staff and faculty in application of technologies.

Maintain knowledge and understanding of current and developing distance learning information systems.

Performs other job-related duties as assigned.

IV-7.22.4      QUALIFICATIONS

IV-7.22.4.1      Knowledge of:

Current and developing distance education information requirements of a community college.

Academic and administrative functions of a community college.

Current trends and developments in distance education and technologies.

Advanced working understanding of the distance education environment of a community college.

Financial/business analysis techniques.

IV-7.22.4.2      Ability to:

Participate in annual strategic planning and advanced leadership.

Provide strong interpersonal and communication skills.

Work effectively with a wide range of constituencies in a diverse community in a collaborative team environment.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Director of Technology Innovation and Applications** (Continued)

Prepare budgets and provide fiscal management.

Lead and coordinate organizational planning and development.

Organize resources and establish priorities.

Identify and secure alternative funding/revenue sources.

Coordinate with cross college functional areas.

Foster a cooperative work environment.

Provide strategic guidance and counsel to college personnel in the assessment and development of existing and/or proposed distance education systems.

Develop requests for and evaluate proposals in reference to leading-edge distance education technology.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College's systems.

IV-7.22.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly management responsible and experience in information, technology, or business management in an academic setting.

Training:

A Masters degree in Information Systems, Business Administration, Instructional Design or a related field.

## ***IV-7.23 Executive Director of Economic Development and Emerging Technologies***

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### **IV-7.23.1 DEFINITION**

Serves as the College's Coordinator for Customized Training program. Provides leadership, integrative management, and direction for the College in support of economic development, workforce preparation for industry recruitment and sustainment. Serves as the primary staff liaison with the local and state economic development communities. Responsibilities include strategic planning, budgeting for resources, coordination and integration of emerging technologies into industry training in support of the college's global workforce initiatives. Recommends educational and training initiatives and applications for business and industry. Serves as the College's subject matter expert on issues related to administrative, industry support, and emerging technologies in workforce education and training.

### **IV-7.23.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Vice President for Learning Technologies.  
Exercises direct and indirect supervision over technical and clerical staff. Coordinates with the AVPs, Deans, and Directors.

### **IV-7.23.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Works with local business and industry to incorporate emerging technologies into traditional workforce training opportunities.

Works closely with local business, military, governmental organizations and Fayetteville-Cumberland County Chamber of Commerce to promote growth of established businesses.

Leads, guides, and oversees the budgeting process, and provides leadership in cost and productivity analysis for economic development and workforce initiatives.

Assists in the coordination and development of workforce training and integration of emerging technologies (e.g. interactive three dimensional technologies) into existing training across the College, to achieve maximum institution-wide efficiencies and synergies; coordinates the identification and prioritization of required economic development resources among the College's various operating components.

Plans and promotes strategies to attract new businesses, encourage expansion and retention of existing businesses through customized training and other workforce solutions and tactics to promote a stronger economic base in the county.

Provides innovative training to local business and industry leaders to assist in their planning and implementation of solid economic development programs.

Provides customized training programs and courses for new and existing industries and organizations.  
Leads and participates in strategic planning for economic development.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Executive Director of Economic development and Emerging Technologies** (Continued)

Works closely with associate vice presidents, deans, division chairs, department chairs, staff and faculty to facilitate support for economic development initiatives.

Participates in and provides support for the marketing of workforce development and economic development outreach to the community; works closely with the Vice President for Institutional Advancement to provide world-class marketing materials.

Manages the budget for economic development activities to ensure effective management of resources within established FTCC and NCCCS guidelines.

Provides oversight for professional development education and training for staff and faculty in integration of emerging technologies in workforce training.

Maintains knowledge and understanding of current and developing economic development trends; to include emerging technologies that enhance training.

Represents FTCC at public functions and other required occasions to ensure support and engagement with economic development and workforce development opportunities.

Performs other job-related duties as assigned.

IV-7.23.4      QUALIFICATIONS

IV-7.23.4.1      Knowledge of:

The current and developing economic and workforce requirements of a community college related to the business, military, governmental and other industry sectors.

The academic and administrative functions of a community college.

Current trends and developments in economic development and emerging technologies. Advanced working understanding of the workforce development environment of a community college.

Financial/business analysis techniques.

IV-7.23.4.2      Ability to:

Provide strategic planning and advanced leadership skills.

Provide strong interpersonal and communication skills and the ability to work effectively and persuasively with a wide range of constituencies in a diverse community in a collaborative team environment.

Prepare budget and provide fiscal management.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Executive Director of Economic development and Emerging Technologies** (Continued)

Organize, plan and develop projects.

Organize resources and establish priorities.

Identify and secure alternative funding/revenue sources.

Coordinate with cross college functional areas.

Foster a cooperative work environment.

Provide strategic guidance and counsel to college personnel in the assessment and development of existing and/or proposed distance education systems.

Develop requests for and evaluate proposals in reference to leading-edge distance education technology.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation and action through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College's systems.

IV-7.23.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be a either experience or training or a combination of:

Experience:

Five years of management responsibility and experience in industrial training or business management in a large and/or small business environment.

Training:

A Bachelor's degree from an accredited college or university with major course work in finance, accounting, business or public administration, or a related field; or comparable work experience. A Masters degree in Business Administration, Management or a field related to industrial training is preferred.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Executive Director of Economic development and Emerging Technologies (Continued)**

IV-7.23.5

PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL DUTIES

Frequently required to stand and walk.

Able to hear audible equipment indicators and verbal communications in the environment.

Occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 25 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

## ***IV-7.24 Executive Director of North Carolina Military Business Center***

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### **IV-7.24.1 DEFINITION**

To plan, direct, and review the activities and operation of a Military Business Center (MBC) including designing, developing, coordinating, and delivering a comprehensive array of services statewide through the small business network of the community college system; and to provide administrative support to the President.

### **IV-7.24.2 SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the President or his designee.

Exercises direct and indirect supervision over supervisory, technical and clerical staff.

### **IV-7.24.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop, coordinate and evaluate organization-wide strategies that achieve the MBC mission to assist client businesses who do business with the military.

Conduct statewide liaison with military communities, installations, economic development agencies, community colleges and resource providers.

Contract for and/or build in-house capacity to provide all aspects of business assistance services to include pre-operational tasks; forecasting and monitoring military needs and business capacity; client recruitment, intake and evaluation; basic business assistance; and advanced business assistance.

Build in-house capacity to manage the contracting and skills portal, including user support; provide for coordination with portal technical provider.

Contract for business capacity and resources gap analysis; develop and sustain capacity to maintain the gap analysis to support business assistance operations.

Conduct MBC administrative tasks to include staffing, contracting, internal enterprise management, manage and monitor budgets, securing grant funding, and development and administration of revenue producing fee-for-service structure.

Provide training for in-house and statewide community college resources to facilitate MBC operations.

Conduct promotion, communication and marketing of MBC services.

Participate in the selection, training, motivation, evaluation of personnel, provide for or coordinate staff training; work with employees to correct deficiencies in performance; implement discipline and termination procedures as assigned.

Confer with and provide staff assistance and advice to higher level College staff regarding military business center and services assigned; develop, prepare and present recommendations and reports as requested.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Executive Director of North Carolina Business Center** (Continued)

Coordinate and assist staff in preparing for special events.

Perform other related duties as assigned.

IV-7.24.4      QUALIFICATIONS

IV-7.24.4.1      Knowledge of:

Federal procurement regulations, processes, practices and trends.

Federal acquisition processes, practices and trends.

Intellectual property, security and risk management.

Pertinent federal, state, and local laws, codes and regulations.

Methods, techniques and procedures of research and program analysis.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.

English usage, grammar, spelling and punctuation.

Principles and practices of supervision, training and personnel management.

IV-7.24.4.2      Ability to:

Establish and maintain effective working relationships with clients, communities, community colleges, service providers, and other entities.

Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.

Conduct research and prepare clear and concise reports.

Interpret and apply College policies, procedures, rules, and regulations.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Executive Director of North Carolina Business Center** (Continued)

Maintain mental capacity, which allows the capability of:

- Making sound decisions
- Evaluate complex data and information
- Demonstrating intellectual capabilities

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- Sitting for extended periods of time
- Operating assigned equipment

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate through the College's systems.

IV-7.24.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in military supervision, military contracting, business management, fiscal management, economic development, public administration or a related field.

Training:

A Bachelor's degree from an accredited college or university with major course work in finance, accounting, business or public administration or a related field or comparable work experience. A Masters degree in Business Administration, Public Administration or a related field is preferred.





***ADMINISTRATIVE SUPPORT***



## ***IV-8.1      Accounting Manager***

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### IV-8.1.1      DEFINITION

To supervise, coordinate, and participate in the financial accounting of student grants, student loans, , financial aid, and scholarships. To supervise, organize and direct the Account Payable Department. To participate in the preparation of budgets; monitor, post, and prepare reports on specific budgets. To review, adjust, reconcile, and prepare reports on general ledger accounts. Assist with preparation of year-end close-out of financial records and the coordination of annual audit activities. To provide highly responsible assistance to the Controller.

### IV-8.1.2      SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Controller.

Exercises direct and indirect supervision over technical and clerical staff.

### IV-8.1.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Participate in the development, planning, and implementation and administration of goals and objectives as well as policies and procedures related to fiscal affairs.

Coordinate assigned activities with those of other departments, outside agencies, and organizations.

Supervise, coordinate, and participate in the monitoring of student grant monies to ensure appropriate allocation of expenditures.

Supervise, plan, organize and direct the activities of the accounts payable office.

Oversee preparation of calendar for writing and distributing General Expense checks.

Approve invoices for payment, and review accuracy of coding and appropriateness of payments.

Maintain detailed financial and activity records. Prepare summary reports for state and federal agencies.

Forecast and request cash needs for federal programs.

Provide information and general assistance to technicians, program coordinators, and funding agencies.

Supervise, coordinate, and account for student loans, returned checks, scholarships, and student financial aid.

Participate in the development, posting, and monitoring of budgets.

Participate in the review, evaluation, and recommendation of improvements to the College's accounting and financial internal control systems and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Accounting Manager** (Continued)

Participate in the coordination of annual audit activities; the preparation of year-end financial statements and assist in preparation of other year-end reports.

Perform related duties as assigned.

IV-8.1.4            QUALIFICATIONS

IV-8.1.4.1        Knowledge of:

Knowledge and ability to supervise and coordinate the financial accounting of contracts, grants, student loans, returned checks, financial aid, and scholarships.

Knowledge of generally accepted accounting principles; knowledge of principles and methods of financial accounting.

Knowledge of sound management skills to include the ability to coordinate loans and financial aid.

Knowledge of process of loan collection and ability to interpret legal terminology in case of bad debts.

Knowledge of applicable state and local laws regulating the financial administration of a community college.

Knowledge of generally accepted accounting principles and applicable state and local laws and regulations as pertains to year-end close out.

Knowledge of principles of supervision including employee training and performance evaluation.

Knowledge of modern office practices, procedures, methods, and equipment including automated accounting systems.

Knowledge of principles and methods of financial administration, particularly in the areas of accounting, budgeting and cash management.

IV-8.1.4.2        Ability to:

Ability to interpret numerous accounting documents, analyze and scale down to manageable information.

Ability to interpret technical accounting procedure manuals and apply to individual circumstances.

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Ability to supervise and train para-professional, technical, and clerical staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounting Manager** (Continued)

Ability to gain cooperation through discussion and persuasion; maintain effective working relationships with outside organizations and College academic and administrative staff.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to prepare complex accounting reports and analyses.

IV-8.1.4.3      Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years supervisory experience in a financial setting is required.

Training:

A Bachelor's degree from an accredited college or university in accounting, business administration, finance administration, or closely related field; or equivalent.

## ***IV-8.2      Accounts Receivable Manager***

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### IV-8.2.1            DEFINITION

To coordinate, supervise, and participate in the financial accounting of cash receipts, and student accounts receivable. To perform a variety of paraprofessional and technical tasks in support of the financial accounting process. To provide highly responsible assistance to the Controller.

### IV-8.2.2            SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Controller.

Exercises direct and indirect supervision over technical and clerical staff.

### IV-8.2.3            ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Coordinate, and supervise, the financial accounting of cash receipts and student accounts receivable.

Review the daily cash analysis, deposits, and reports for accuracy and reliability.

Coordinate and supervise student account's receivable including third party billings.

Review the aged trial balance for accuracy and accountability. Verify and reconcile third party accounts.

Set up and supervise the collection of funds related to the registration process on main campus and multi-campus.

Design and prepare financial reports as needed.

Review and authorize fee refunds associated with student accounts including, but not limited to, tuition and bookstore refunds.

Assist in year-end close out of financial records.

Provide paraprofessional and technical support to the Controller related to assigned areas of responsibility.

Provide assistance to all areas in the resolving of AR/CR problems associated with the Datatel computer software.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Receivable Manager** (Continued)

IV-8.2.4      QUALIFICATIONS

IV-8.2.4.1      Knowledge of:

Principles and methods of financial accounting, particularly in the areas of budgeting and cash management.

Organizational and management practices as applied to the analysis and evaluate of programs, policies and operational needs.

Modern office practices, procedures, methods and equipment including automated accounting systems.

Hardware and software structures relating to a mainframe computer.

Query language concepts for extracting information from databases.

Applicable federal, state and local laws, procedures, rules and regulations.

Generally accepted accounting principles.

Principles of supervision including employee training and performance evaluation.

IV-8.2.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Prepare accounting reports and analyses.

Operate standard office equipment including a PC and peripheral devices associated with its use.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Ability to operate calculator and PC keyboard with accuracy and speed.

Supervise, train and evaluate technical and clerical staff.

Gain cooperation through discussion and persuasion.

Maintain effective working relationships with those contacted in the course of work.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Accounts Receivable Manager** (Continued)

IV-8.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of supervisory experience in a financial setting is required. Computer experience is required.

Training:

A Bachelor's degree in accounting, business administration or a related field with a heavy concentration in computer software structure; or equivalent.

### ***IV-8.3      Assistant Director of Admissions***

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#### **IV-8.3.1      DEFINITION**

To assist in planning, organization, and supervision of the College's student admissions records services; to actively participate in admissions activities with faculty, staff and other College divisions and departments; and to perform a variety of clerical and technical tasks relative to admissions.

#### **IV-8.3.2      SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Associate Vice President for Student Services through the Director of Admissions.

Exercises technical and functional supervision over clerical staff.

#### **IV-8.3.3      ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Supervise operations and activities of admissions records management; recommend improvements and modifications; prepare various reports on operations and activities.

Perform the functions of the Director of Admissions in the absence of that individual, within the exception of foreign student admissions and appeal of residency.

Assist in the coordination and supervision of the admissions data entry and records management processes.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective admissions records management; implement policies and procedures.

Lead and participate in the maintenance of an automated admissions student records tracking systems; establish procedures; advise staff in appropriate systems administration and maintenance procedures.

Interpret, apply and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Maintain documentation covering admissions and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Assist in the coordination of health programs admissions activities with those of faculty, administrative staff and other College departments.

Provide staff assistance and advice to staff as required; develop, prepare and present recommendations and reports as requested.

Confer with and provide College admissions information, policies and procedures to off-campus agencies and other colleges.

Answers questions and provide information to students and the public.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Admissions** (Continued)

Participate in the selection of clerical staff; provide or participate in staff training; work with employees to correct deficiencies.

Schedule and monitor the production and distribution of computer output for admissions unit.

Perform duties as assigned.

IV-8.3.4      QUALIFICATIONS

IV-8.3.4.1      Knowledge of:

Student data management procedures/applications.

State and federal laws and regulations pertaining to student admission, records, and transcripts.

Principle of basic student files and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and evaluation.

IV-8.3.4.2      Ability to:

Analyze problems; identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing, and evaluating programs and strategies designed to provide effective student admission records services.

Assist in training, supervision and evaluation of assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Compile and maintain accurate and complete records and reports.

IV-8.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Admissions** (Continued)

Experience:

Three years of increasingly responsible experience involving student admissions records activities or closely related experiences.

Training:

A Bachelor's degree from an accredited college in business administration or a closely related field.

## ***IV-8.4      Assistant Director of Early Childhood Education Center***

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### **IV-8.4.1      DEFINITION**

Serves as the Assistant Director in the Early Childhood Education Center. Is responsible for assisting the Director to plan, organize, direct and operate the program within the guidelines of all applicable policies and procedures; to monitor the Center for compliance with NC licensing agencies; to assist in supervising the Child Care Center staff; and to provide highly responsible support to the Director of the Early Childhood Education Center.

### **IV-8.4.2      SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Early Childhood Education Center Director.

Exercises direct supervision over Early Childhood Education Center staff.

### **IV-8.4.3      ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Assist the Director with the development, planning and implementation of policies and procedures.

Supervise the staff in the daily performance of their duties.

Assume another staff member's responsibilities in their absence (Director, teachers, secretary or cook)

Develop and maintains staffing schedules.

Monitor program daily for compliance with NC licensure requirements.

Coordinate menus and reports with the cook.

Act as the alternate representative for the Director with community agencies.

Assist in the maintenance of Early Childhood Education Center records.

Coordinate and participate in staff development activities.

Assist in the enrollment of children and maintaining waiting lists.

Cooperate effectively with the Director and other Early Childhood Education Center staff members in strategic planning.

Enroll children and conduct parent orientation.

Carry out other duties as assigned by the Director.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Early Childhood Education Center** (Continued)

IV-8.4.4            QUALIFICATIONS

IV-8.4.4.1        Knowledge of:

Principles and practices of organizations, administration and personnel management.

Techniques of budget development and administration.

Principles of supervision, training, and performance evaluation.

Day-to-day operation of a child care center.

Principles and techniques of human relations.

Principles and techniques of grant writing.

All applicable federal, state and local laws governing child care centers.

Principles and methods of financial administration.

College organization, including policy and procedural development.

IV-8.4.4.2        Ability to:

Enjoy living and working with children.

Relate to adults on all levels of the socioeconomic structure of the community and of differing races and religions.

Apply basic knowledge of child development.

Remain calm and use sound judgment in an emergency.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Must know and apply sound principles of supervision.

Interpret and administer applicable policies and procedures, rules and regulations.

Design and implement staff training activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Early Childhood Education Center (Continued)**

Organize and design staffing schedules.

Establish and maintain accurate and complete records and files.

Communicate effectively, both orally and in writing.

IV-8.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of administrative experience in Early Childhood, Child Care Development or related field. Accomplishment of a Level III NC Child Care Administration Certification and Playground Safety Certification or the willingness to obtain them within six months. Health Card; CPR and First Aid training are required.

Training:

Minimum Requirement: A Bachelor's in Early Childhood Development or a related field, and two years of administrative experience in the field. Eligible for a Level III NC Child Care Administration Certification, Playground Safety Training, Health Card, CPR and First Aid Training. Excellent health as evidenced by medical examination and initial TB test. Satisfactory background/criminal record check. Ability to communicate effectively, both orally and in writing.

Preferred: A Master's Degree in Early Childhood Development, two years administrative experience, and a Level III NC Child Care Administration Certification.

## ***IV-8.5      Assistant Director of Student Financial Aid Services***

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### **IV-8.5.1          DEFINITION**

To assist in the planning, organization and supervision of the College's financial aid services; to actively participate in the activities of this office and to perform a variety of technical tasks relative to the implementation of financial aid policies and procedures.

### **IV-8.5.2          SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Student Financial Aid Services.

Exercises technical and functional supervision over clerical staff.

### **IV-8.5.3          ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Assist Director of Student Financial Aid Services in development of processes and procedures designed to improve access to sources of financial aid by students, while maintaining efficiency and fiscal integrity of FTCC Student Financial Aid Office.

Perform the functions of the Director of Student Financial Aid Services in the absence of that individual.

Maintain knowledge of local, state and federal financial aid criteria, rules, and regulations.

Assist students with information, advice, referrals, and status of student's account.

Set up student accounts for student aid and scholarships; apply student awards to Accounts Receivable accounts.

Prepare reports and statement as required.

Research and analyze specific problems in the preparation of assigned reports.

Process refunds to Title IV accounts according to appropriate federal regulations.

Serve as liaison between Director of Student Financial Aid Services, Associate Vice President for Student Services, and the Vice President for Business and Finance of the College on procedures and methodology to insure compliance with federal and state regulations and audit requirements.

Serve on FTCC Financial Aid and Scholarship Committee.

Assist with the development of efficient and reliable electronic data management systems.

Assist in preparing FISAP and other required reports to state and federal agencies.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Financial Aid Services** (Continued)

Coordinate the internal audit requirements of federal Title IV recipient records.

Serve as liaison between the community and the financial aid office providing financial aid workshops and presentations.

Work with community service organizations to develop student employment opportunities for the Federal Work Study Program.

Perform related duties as assigned.

IV-8.5.4            QUALIFICATIONS

IV-8.5.4.1        Knowledge of:

Principles of effective public relations with students, staff, and external agencies.

Applicable federal and state laws, rules, and regulations regarding student aid.

General accounting and auditing principles and practices.

Modern office methods, practices, and procedures.

Operational characteristics of computers and related equipment.

IV-8.5.4.2        Ability to:

Plan, analyze and implement appropriate recommendations related to the operation of the Student Aid Office.

Understand, interpret, and apply laws, rules, and regulations as they apply to a financial aid program.

Apply accounting and auditing principles and procedures.

Analyze data and draw sound conclusions.

Prepare clear, complete and concise reports.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Director of Financial Aid Services (Continued)**

IV-8.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience involving the awarding and disbursement of financial assistance.

Training:

A Bachelor's degree from an accredited college in business administration, records management or a closely related field; or equivalent.

## ***IV-8.6 Financial Accountant***

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### IV-8.6.1 DEFINITION

To perform professional and technical accounting and financial duties in a variety of areas including capital improvements, fixed assets, budgets, bookstore, food services and childcare operations. To participate in the preparation of county budgets,; monitor, post and prepare reports on county budgets. Assist with the year-end close-out of financial records. Provide highly responsible professional support to the VP for Business and Finance or Director of Budgets and Financial Systems, as appropriate.

### IV-8.6.2 SUPERVISION RECEIVED AND EXERCISED

Receive general direction from the VP for Business and Finance or Director of Budgets and Financial Systems, as appropriate.

Exercises technical and functional supervision over paraprofessional and clerical staff

### IV-8.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Prepare monthly and annual accounting and financial reports

Prepare financial analysis and research specific problems upon request

Post and monitor the county and capital improvement budgets

Prepare and post county budget revisions and journal entries

Prepare monthly analysis of county expenditures and make comparison to budget amounts; recommend adjustments as appropriate

Prepare invoices for payment for construction projects and prepare forms 2-16 and 2-17 for reimbursement from NCCCS and required reimbursement requests from the county

Receipt reimbursements from NCCCS and county and prepare necessary journal entries for transfer of revenues between Institutional Funds

Adjust cash flow projections for Bond Funds as required by NCCCS

Review and update internal control procedures as needed and/or annually

Prepare HUD quarterly reports as they pertain to construction projects and submit to NCCCS

Assist in year-end close out of financial records

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Financial Accountant** (Continued)

Provide support to the VP for Business and Finance or Director of Budgets and Financial Systems, as appropriate related to assigned areas of responsibility

Perform related duties as assigned

IV-8.6.4      QUALIFICATIONS

IV-8.6.4.1      Knowledge of:

Generally accepted accounting principles; knowledge of principles and methods of financial accounting

State and local laws regulating the financial administration of a community college

Principles and methods of financial administration in the areas of accounting, budgeting and cash management

Modern office practices, procedures, methods, and equipment including automated accounting systems

State and local laws as relates to year end close-out

Construction accounting, reporting and reimbursements

Internal control procedures and risk management concepts

IV-8.6.4.2      Ability to:

Read, interpret and apply complex rules, regulations and technical accounting procedure manuals required for financial analysis and reporting

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals

Prepare complex accounting reports and analyses

Maintain effective work relationship with outside organizations and college staff and faculty

Communicate clearly and concisely, both orally and in writing

IV-8.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Financial Accountant** (Continued)

Experience:

Four years of responsible experience in a financial setting is required

Training:

A Bachelor's degree from an accredited college or university in accounting, business administration, finance administration, or closely related field; or equivalent.

## ***IV-8.7 Human Resources Analyst***

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### IV-8.7.1 DEFINITION

To perform professional and technical human resources work in a variety of human resources program areas including recruitment, testing, classification, labor relations, affirmative action and records maintenance.

### IV-8.7.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Human Resources.

### IV-8.7.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Research, analyze and recommend the procedures to be used in the development and validation of human resources selection instruments.

Prepare or direct the preparation of job bulletins and recruitment information; determine and place advertising in appropriate media; review and evaluate applications.

Assist in salary and fringe benefit information for use in collective bargaining.

Conduct studies and collect information concerning human resources operations procedures and policies; prepare administrative memoranda and report on statistical data; recommend new and revised procedures and policies for the Vice President's consideration.

Assist in developing, coordinating, implementing and maintaining human resources policies, practices, and procedures; advise the administration and employees in their interpretation when necessary.

Participate in the employee grievance process; coordinate and compile necessary data; advise the administration and employees regarding grievance procedures; recommend FTCC responses and positions on grievance matters.

Coordinate professional development programs for FTCC faculty and staff; identify and evaluate professional development needs; develop, plan, schedule professional development sessions.

Participate in the development, maintenance and updating of FTCC's Administrative Procedures Manual and Employment and Affirmative Action Manual.

Participate in the evaluation and development of the human resources data processing system; analyze data base and equipment needs, anticipate future applications.

Maintain all records and files related to the human resources management function in accordance with federal, state and local regulations; ensure confidentiality and security of information.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Human Resources Analyst** (Continued)

Monitor the processing of employees transactions including new hires, terminations, promotions, transfers, and leaves of absence.

Interpret human resources policies and procedures.

Respond to requests for information from employees, the administration, outside agencies and the public.

Responsible for written exit interviews with employees terminating FTCC employment.

Provide assistance, policy guidance and counsel to FTCC employees as appropriate.

Manage, direct, and organize staff development training activities within the College.

Direct, oversee, and participate in the development of professional development programs and services; monitor and evaluate professional development programs and activities; review and evaluate work products, methods, and procedures.

Monitor and administer professional development budget. (Tier A)

Assess professional development training and needs consistent with the goals and objectives of the College; advise senior level administrators of needs, requirements, and activities.

Attend meetings and participate in a variety of College advisory panels and committees which impact on professional development activities.

Examine personnel practices and conduct statistical analysis, as appropriate, to ensure nondiscrimination with respect to employment practices.

Participate in the investigation and make recommendations concerning the resolution of alleged sexual harassment grievances filed by employees, applicants for employment, and students.

Recommend policy and procedure changes to the administration as necessary according to changes in government policies and regulations.

Participate in special projects as assigned.

IV-8.7.4            QUALIFICATIONS

IV-8.7.4.1        Knowledge of:

Principles, methods and procedures utilized in recruitment and selection, classification and salary administration.

Applicable Federal, State and local laws and regulations.

Fundamental principles and practices of human resources administration.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Human Resources Analyst** (Continued)

Statistical concepts and methods.

Modern office methods, procedures and practices.

IV-8.7.4.2      Ability to:

Perform complex professional human resources work independently.

Interpret FTCC human resources programs and policies to employees and the general public.

Collect, compile and analyze information and data.

Conduct studies, assemble information, and identify problems related to human resources, policies and procedures.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-8.7.4.3      Experience and Training guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of professional human resources experience.

Training:

A Bachelor's degree from an accredited college or university with major course work in human resources administration, business administration, public administration, psychology or a related field; or equivalent.



## ***IV-8.8      Applications Development Manager***

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### **IV-8.8.1            DEFINITION**

Manage the application analysis, support and design activities of the Management Information Services department. Manage and participate in the software development, application support, and systems analysis activities of the management information services department; to recommend, design, and implement automated data processing applications; to provide user application support of state provided software applications; to train and supervise staff in programming techniques and procedures; and to develop, program and maintain complex data processing programs. Participate in a variety of technical and skilled tasks in the operation of a wide variety of computers and computer peripheral equipment as required to support the business and administrative processing needs.

### **IV-8.8.2            SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Management Information Services.

Exercises direct supervision over technical staff.

### **IV-8.8.3            ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Research, plan, recommend, design, and implement software and system solutions and choices based on business requirements of the college.

Supervise all activities of the programming staff.

Meet with representatives of College programs, departments and functions to identify data processing needs; assist representatives in determining alternative sources of data; recommend methods of further researching problems to develop cost-effective solutions; explain advantages and limitations of available computer-related software solutions.

Present both oral and written reports to the user community that describes existing and proposed applications and procedures in both technical and non-technical formats.

Design and recommend administrative software applications; explain recommendations to staff; work with staff to implement approved recommendations.

Provide basic application support of the Datatel application to college users, to include debugging, analysis, and sharing of general information. Serve as liaison to the state help desk function to report bugs for users.

Provide query language support to college users; develop and implement queries in response to user requests; provide database support and help desk services.

Analyze internally developed software applications; maintain and modify to meet user needs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Applications Development Manager** (Continued)

Plan, implement, and maintain standards and procedures for application development and maintenance that are consistent with state IT and audit standards.

Supervise and participate in the design, coding, testing and documentation of new software applications.

Apply systems and procedures knowledge to College operations development of computer systems to be used by all departments of the College.

Prepare functional unit assessment plan as required by the director of MIS.

Assist user personnel in the analysis of internal departmental operating procedures as requested by the College.

Perform related duties as assigned.

IV-8.8.4            QUALIFICATIONS

IV-8.8.4.1        Knowledge of:

Principles and practices of personnel supervision, training and evaluation.

Knowledge of computer programming and software development

Knowledge of the Windows OS and software development environment.

Knowledge of Database concepts, programming and query languages.

General knowledge of the Unix Operating System.

General knowledge of networking concepts.

College Business functions and processes.

Principles of application and systems analysis.

IV-8.8.4.2        Ability to:

Supervise, train, and evaluate technical staff.

Define, manage, track and create formal reports on the progress of multiple software development projects.

Assist College faculty and staff in analyzing their business processes and needs; design, develop and implement software and systems solutions that effectively address those needs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Applications Development Manager** (Continued)

Analyze systems and procedural functions to project both short and long term application life cycles, growth and needs.

Prepare detailed system flow charts and diagrams as well as related narrative and oral reports in both technical and non-technical terms.

Develop total systems for computerization including written design with flow charts, system programming, system debugging, system manuals, user manuals and training of staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Participate in all departmental long range planning and budgeting activities.

Communicate clearly and concisely, both orally and in writing.

IV-8.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years experience in system analysis and design, database administration, and programming.

Training:

A Bachelors degree from an accredited college or university in computer science, information systems, or a closely related field; or equivalent.

## ***IV-8.9 MIS Support Manager***

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### IV-8.9.1 DEFINITION

To supervise, coordinate, and participate in all user support services provided by the MIS department; to supervise all activities of the academic computer labs; to manage and maintain all computer hardware, software and licensing inventories of the College; participate in the development, maintenance and monitoring of technology usage to ensure compliance with College policies and procedures; to participate in departmental planning and decision making. Maintain contact with state agencies, service providers, hardware and software vendors as required for planning, and maintenance and compliance activities of the College.

### IV-8.9.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Management Information Services.

Exercises direct and indirect supervision over supervisory, technical, and clerical staff.

### IV-8.9.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation and administration of goals and objectives as well as policies and procedures related to the MIS department and the College.

Maintain contact with state agencies, service providers, vendors as required for planning, maintenance and compliance activities of the department and the College.

Supervise the technical and clerical staff in daily activities.

Ensure the efficient use of tools to support help desk activities.

Maintain work order system for tracking help desk and support services activities.

Supervise the installation, maintenance, support, and repair of PC hardware and software.

Review and evaluate requests for computer and peripheral equipment.

Participate in periodic review of MIS procedures, standards and guidelines as required by the Director.

Provide technical support to the College to establish minimum requirements for computer related equipment, operating systems, and application implementation.

Monitor and oversee schedules and coordinate workflow.

Supervise, train, motivate, and evaluate assigned staff; plan, assign, and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate training.

Establish staffing requirements. Interview, select, evaluate, and discipline employees.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**MIS Support Manager** (Continued)

Participate in annual MIS strategic planning and year-end reporting as required by the Director.

Participate in annual MIS budget preparation as required by the Director.

Supervise development and maintenance of MIS support web site.

Perform related duties as assigned.

IV-8.9.4      QUALIFICATIONS

IV-8.9.4.1      Knowledge of:

Practices and principles of supervision and budget administration.

Practices and principles of problem analysis and resolution.

Development and maintenance of inventories and controls.

Current and emerging computer hardware and software technologies.

Practices and principles of systems and procedures analysis and design as applied to computerized information systems.

Basic principles of data base design and data communications.

Basic computer operating systems configuration.

IV-8.9.4.2      Ability to:

Diagnose and solve problems in a complex environment.

Read, analyze, interpret, and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively respond to inquiries and requests from all College level users.

Establish and maintain working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Supervise, train, and evaluate staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**MIS Support Manager** (Continued)

IV-8.9.4.3      Experience and Training guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience in a supervisory position in a computer related or support service environment.

Training:

An Associate's degree in a computer science or related field, or equivalent.

## ***IV-8.10     Network Administrator***

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### IV-8.10.1            DEFINITION

Manage the College's network infrastructure usage, performance, and security. Install, maintain and monitor the hardware of the local area network, to include routers, switches, firewalls, DHCP servers, DNS servers, packet filters, intrusion detection, and VPN gateways. Administer the servers that make up the college's Novell NDS; Administer the college's business email server. Administer LAN and WAN configuration to include address assignments, protocol and routing configuration, VLAN configuration. Supervise the activities of the Senior Network Technicians. Maintain coordination with NC Office of Information Technology Services, NC Community College System Office, and outside service providers in the maintenance, support, purchasing and planning of the LAN.

### IV-8.10.2            SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Management Information Services.

Exercises direct supervision over technical staff.

### IV-8.10.3            ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, supervise and actively participate in the operations of the college's local area network.

Supervise the activities of the Senior Network Technicians.

Plan, install, maintain and administer all network hardware and software.

Plan, install, maintain and administer hardware and software used for network security, including fire walls, VPN gateways, packet filtering, and intrusion detection.

Plan, configure, and document network address assignments, assignment of routing protocols and routing table configurations, VLAN configuration, DHCP services, DNS services.

Plan, Install, maintain and document the campus wide network wiring system.

Plan, install, maintain and administer the hardware and software components of college's Novell Directory Services.

Plan, install, maintain and administer the hardware and software components of the college's email services.

Plan, install, maintain and administer the hardware and software components of specialized servers and applications used to satisfy academic, staff and faculty requirements.

Monitor network usage and performance for efficient usage.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Network Administrator** (Continued)

Monitor network usage for compliance of published standards and guidelines.

Interact with State agencies for planning, coordination, standards compliance and problem solving activities.

Interact with network vendors for the maintenance of network equipment and cabling plan.

Assist with the MIS budget and planning processes.

Assist Plant Operations architects and engineers in network design and installation for renovations and new construction.

Perform related duties as assigned.

IV-8.10.4      QUALIFICATIONS

IV-8.10.4.1      Knowledge of:

Methods and practices for wiring of fiber optic and RS-232, RJ45, thin ethernet, wire patch panels, and making cable connectors.

Nortel and Cisco product software and hardware; and the TCP/IP protocol and IPX protocol.

Nortel Telephony and VOIP

Windows XP and Windows Server operating systems; PC hardware and peripheral equipment.

UNIX operating system and hardware.

Network design and configuration.

Network management hardware and software.

Hardware specification and capabilities.

Operating systems.

Software specifications and requirements.

Backup software utilities.

Computer and communications systems.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Network Administrator** (Continued)

IV-8.10.4.2     Ability to:

Design complex network systems.

Maintain and manage an extensive local area network with limited personnel resources.

Solve technical problems under stress.

Understand management software and solve network problems.

Establish and maintain working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Supervise, train, and evaluate a technical staff.

IV-8.10.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of network management experience.

Training:

A Bachelor's degree in a network related field, or equivalent. Novell network accreditation courses a plus.

## ***IV-8.11 Plant Operations Facilitator***

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### IV-8.11.1      DEFINITION

To perform a wide variety of skilled and semi-skilled building, construction tasks relating to the renovation, upkeep and operation of campus buildings and facilities; to provide responsible technical and administrative support for the Facilities Services Director.

### IV-8.11.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Facilities Services.

Exercises direct and indirect supervision over supervisory, maintenance and clerical staff in the absence of the Facility Services Director.

### IV-8.11.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

General maintenance activities as related to facilities management and construction.

Assist with renovation and repair projects.

Oversee and inspect major construction and renovation projects.

Generate materials list, supply requisitions, and bid procurement for campus improvement projects.

Review completed projects for contract compliance and recommend solutions to resolve differences.

Assist other department heads for coordination, to assure completion of college goals and schedules.

Assist with the development of the Plant Operations budget and long range planning.

Assist Plant Operations Department as required.

Correspond and distribute information and files using the College networking system.

Perform related duties as assigned.

### IV-8.11.4      QUALIFICATIONS

#### IV-8.11.4.1      Knowledge of:

Basic methods, tools, and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry and related construction.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Plant Operations Facilitator** (Continued)

Office procedures, methods, management, accounting, and record keeping.

English usage, grammar, spelling, and punctuation.

Computer operating systems and commands.

Blue print reading and project specifications.

Construction administration and management.

Safe work practices.

Applicable building codes, local ordinances and regulations governing the construction industry.

IV-8.11.4.2     Ability to:

Work cooperatively and professionally with those contacted in the course of work.

Perform and facilitate proper actions regarding construction issues.

Resolve problems and conflicts.

Compile and maintain accurate and complete records and reports.

Operate computer and other standard office equipment.

Communicate effectively.

Interpret and apply college policies and procedures.

IV-8.11.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in the construction industry and 2 years of administrative experience.

Training:

An Associate degree from an accredited college or technical institute in Industrial Management or a related field, or equivalent.

## ***IV-8.12 Procurement Manager***

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### IV-8.12.1 DEFINITION

To plan, organize and supervise the College's purchasing operation in an efficient and economical manner; to purchase a variety of materials, supplies, services and equipment in conformance with State law and College policies; and to assist College faculty and staff in determining equipment and supply needs.

### IV-8.12.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Controller.

Exercises direct supervision over technical and clerical staff.

### IV-8.12.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise, and review the work of staff involved in purchasing activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for purchasing activities and services; implement policies and procedures.

Evaluate operations and activities of purchasing programs and personnel; recommend improvements and modifications.

Review and coordinate purchasing requests and requisitions made by College faculty and staff; purchase a wide variety of supplies, equipment and services for on- and off-campus locations.

Interview and negotiate with vendors and other representatives regarding prices, trade discounts and deliveries; prepare and solicit bids; compare costs and evaluate the quality and suitability of supplies, materials and equipment.

Coordinate with other College divisions and departments regarding their needs as related to purchasing, central supply, or the warehouse.

Draft and assist College staff with the drafting of specifications.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information to other College faculty and staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Work with Purchase Contract and/or ITS on requisitions that exceed College's delegation.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Procurement Manager** (Continued)

Review, analyze and trouble-shoot (if required) daily activity in E-Procurement and Datatel.

Perform related duties as assigned.

IV-8.12.4      QUALIFICATIONS

IV-8.12.4.1      Knowledge of:

Principles and practices of purchasing.

State laws, rules, regulations, and procedures governing the procurement of equipment, supplies, and services.

Methods and practices utilized in competitive bidding.

Types of supplies, materials, commodities and services commonly used in educational institutions.

Suppliers, vendors, and producers of commodities and services used by the College.

Principles and practices of supervision, training and personnel management.

Modern office methods, practices and equipment.

E-Procurement and Datatel systems.

IV-8.12.4.2      Ability to:

Analyze, evaluate and modify purchasing methods and procedures.

Establish and maintain effective working relationships with a variety of suppliers, vendors, staff and faculty.

Communicate clearly and concisely, both orally and in writing.

Organize, direct and implement a comprehensive purchasing program.

Interpret and explain State and College purchasing policies, regulations, rules and procedures.

Analyze transactions in E-Procurement and Datatel, trouble-shoot as needed to resolve problems.

Supervise, train and evaluate personnel.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Procurement Manager** (Continued)

IV-8.12.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in purchasing, inventory control or a related field including at least two years of supervisory experience.

Training:

A Bachelor's degree from an accredited college with major course work in business or a closely related field, or equivalent.

## ***IV-8.13 Programmer/Analyst***

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### IV-8.13.1 DEFINITION

To provide technical expertise and assistance in the overall development of the College's management information system; to design, program, implement, and maintain new and upgraded application programs; and to assist in and coordinate activities with system users.

### IV-8.13.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information System Manager.

Exercises no supervision.

### IV-8.13.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Design, write and document computer programs based on system requirements and in accordance with established standards and practices.

Work with users to determine design requirements necessary to program new systems or update existing systems.

Write programs based on system requirements using high-level programming languages; accurately and completely document all programs in accordance with established standards and procedures.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing applications and system software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

Test, debug and implement projects as they are developed for production.

Design forms for data processing users, including report layouts, input documents and data file layouts from specifications developed in cooperation with the user.

Train users in capabilities, limitations, and proper use of automated systems.

Prepare system flow charts and documentation; update documentation when changes are made.

Assist in developing and modifying internal data processing standards and procedures.

Troubleshoot and maintain computer hardware and software, evaluate extent of repairs/modification needed and contact appropriate vendor.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Programmer/Analyst** (Continued)

Perform related duties as assigned.

IV-8.13.4      QUALIFICATIONS

IV-8.13.4.1      Knowledge of:

Principles of computer systems and procedures analysis and design.

Principles and techniques of programming, data processing and programming documentation.

Principal languages and equipment used by the College including COBOL and NEAT VS.

Records storage and handling techniques.

IV-8.13.4.2      Ability to:

Work effectively and cooperatively with computer system users and department staff.

Read, interpret and apply complex technical publications, manuals and other documents.

Analyze data and develop logical solutions to problems.

Assist in data processing systems and procedures analysis and feasibility studies.

Provide technical training and assistance to College staff.

Communicate clearly and concisely, both orally and in writing.

IV-8.13.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of computer programming experience.

Training:

An Associate degree from an accredited college in computer science or a related field, or equivalent.



## ***IV-8.14 Systems Administrator***

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### IV-8.14.1 DEFINITION

To administer, install, implement, and maintain the hardware and software applications used to support the College's primary administrative and business functions, including the host and all associated administrative servers. Manage and lead all state dictated software, hardware, database and application upgrades and migrations, enhancements, and patches in conjunction with NC Community College System office IT services. Maintain contact with the NC Community College System Office, NC Office of Information Technology Services, the State Auditors office, and professional organizations as required for pilot and beta testing, project management, maintenance, support and planning.

### IV-8.14.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of MIS.

Exercise direct supervision over the Systems Administrator Technician(s).

### IV-8.14.3 EXAMPLE OF DUTIES - Duties may include but are not limited to the following:

Supervise the activities of the System Administrator Technician(s).

Manage MIS processes and procedures governing access of business systems, to include Access controls, authorization, authentication, security classes, and account creation, Revocation, and termination.

Manage and maintain the physical and technical environments of the business servers for Compliance with state IT security standards, local guidelines, IT audit requirements, State and Federal laws.

Supervise and participate in the implementation, configuration, patching, upgrading, and General administration of the UNIX Servers.

Supervise and participate in the implementation, configuration, patching, upgrading, and General administration of the Datatel Database.

Supervise and participate in the implementation, configuration and general administration Of the Windows Servers.

Perform basic systems security and administration and usage monitoring functions.

Monitor and manage computing resources, including CPU usage, disk usage, and response times to insure optimal performance of both the operating system and database environments.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Systems Administrator** (Continued)

Supervise, train, and evaluate assigned staff; plan, assign and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate training.

Perform system backup, backup testing and recovery procedures of all business servers.

Manage implementation of production application changes and enhancements, to include locally developed and state or vendor provided changes.

Keep current with new security, technology, laws and regulations.

Maintain system documentation, configurations, setups and logs.

Coordinate the installation, testing and deployment of enhancements, migrations, and upgrades with users.

Prepare reports, diagrams, and presentations as required to report project activity, monitoring outcomes, usage, trends, user information, etc.

Implement, configure, and administer the deployment of all approved business application client software.

Assist programmers with diagnosing production problems.

Train Staff.

Participate in departmental planning and budget processes.

Coordinate with other Community Colleges on systems applications, implementation.

Perform other duties as assigned.

IV-8.14.4      QUALIFICATIONS

IV-8.14.4.1      Knowledge of:

System Administration practices and procedures.

Knowledge of medium and large scale UNIX servers and the Solaris Operating System.

Database concepts and administration.

IBM's Unidata Database, administration tools, account management.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Systems Administrator** (Continued)

Datatel's Colleague Application, Envision runtime environment, Messaging Interface (DMI), Electronic Data Exchange (EDX), WebAdvisor, Telephony interfaces, and file Importing (ELF).

Information Technology Security concepts and practices.

UNIX scripting, Perl, and Java.

IV-8.14.4.2     Ability to:

Supervise and participate in the operation of all System Administration activities.

Implement, configure, administer, secure and document the college's complex hardware and operating system environment.

Implement, configure, administer, secure and document the college's complex database application.

Implement, configure, administer, secure and document the college's windows and UNIX server applications and hardware that are integrated Front end to the Datatel application.

Conduct on- going risk assessments including the monitoring, investigation and reporting of security and access violations.

Read, analyze, and interpret technical procedures and instructions.

Diagnose and solve problems in a complex technical environment.

Effectively present information and respond to inquiries from all levels of college technology users.

Write reports and routine business correspondence.

Use productivity tools (word processor, spread sheet) on a PC to perform many basic job duties required for communication and reporting.

IV-8.14.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities.

Experience

One year actual experience with following hardware and software: Windows 2000/NT server, Sun systems and UNIX (Solaris), Datatel's Colleague, DMI, Web Advisor, ELF, and Express Load applications, IBM Unidata Database.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Systems Administrator** (Continued)

Training

A bachelor's degree in Information Systems with a concentration in Systems Administration or Database Administration.



***COORDINATORS***



## ***IV-9.1      Auxiliary Services Coordinator***

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### IV-9.1.1      DEFINITION

To plan, oversee, organize and direct and review the activities of food service operations, book store, vending operations and health and occupational safety programs; coordinate assigned activities with other college operations and outside agencies; and to provide responsible support to the Vice President for Business and Finance.

### IV-9.1.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Business and Finance.

Exercises technical and functional supervision over Auxiliary Services Supervisors and indirect supervision over assigned technical and clerical staff.

### IV-9.1.3      EXAMPLE OF DUTIES - Duties may include but are not limited to the following:

Develop, plan, and implement departmental goals and objectives; recommend and administer policies and procedures.

Develop, plan and assist with the implementation of administrative objectives as well as policies and procedures necessary to provide comprehensive risk management services to College departments and programs; review new or modified Health and Safety Manuals and procedures.

Direct and coordinate risk management service programs for occupational safety and health programs.

Coordinate, direct, oversee and evaluate College Safety programs; prepare related reports and documentation.

Select, train, motivate and evaluate personnel; provide for or coordinate staff training; work with employees to correct deficiencies in performance; and implement discipline and termination procedures.

Oversee the activities of food service and vending operation; review and approve operating goals and objectives.

Oversee the activities of the College book store operations; review and approve operating goals and objectives.

Coordinate assigned activities with those of other departments, divisions, faculty and administrative staff.

Provide staff assistance to the Vice President for Business and Finance.

Review and assess the bookstore marketing and merchandising program.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Auxiliary Services Coordinator** (Continued)

Participate in budget preparation.

Answer questions and provide information regarding services to students, faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform other duties as assigned by the Vice President for Business and Finance.

IV-9.1.4            QUALIFICATIONS

IV-9.1.4.1        Knowledge of:

Organizational and management practices as applied to the evaluation of safety programs, policies and operational needs.

Federal, state and local industrial safety laws and procedures.

Basic principles of personnel supervision and training.

Organizational and management practices as applied to the analysis and evaluation of policies and operational needs.

Budgeting procedures and techniques.

Principles of performance evaluation.

Applicable laws affecting College Auxiliary Services.

IV-9.1.4.2        Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Analyze, evaluate and modify safety method manuals and procedures.

Develop, interpret and apply College policies, procedures, rules and regulations.

Train and evaluate assigned personnel for OSHA training on Blood Borne Pathogen, Hazard Communication, and Chemical Hygiene.

Communicate clearly and concisely, both orally and in writing.

Train, supervise and evaluate assigned staff.

Gain cooperation through discussion and persuasion.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Auxiliary Services Coordinator** (Continued)

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare, analyze and implement appropriate recommendations related to auxiliary services.

Prepare and administer a budget.

Interpret and apply college policies, procedures, rules and regulations.

IV-9.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities.

Experience

Four years of administrative and supervisory experience.

Training

A Bachelor's degree from an accredited college or university in management, personnel services, Marketing and Retailing, Business Administration or a related field; or equivalent.

## ***IV-9.2      Coordinator of Cooperative Education***

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### IV-9.2.1      DEFINITION

To plan, implement, administer, and evaluate the collegiate cooperative education (Co-op) work experience program; to maintain compliance with NCCCS policies and procedures; to assist in approval of Co-op assignments and monitoring of Co-op work experience; to provide complex staff support to the Dean of Business Programs; to coordinate Co-op programs and activities with other departments and divisions of the College.

### IV-9.2.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Dean of Business Programs.

Provide technical supervision for compliance with NCCCS policies and procedures by the Cooperative Education Faculty Coordinators and direct supervision of one secretary.

### IV-9.2.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Conduct personal visits to new and existing employers in the area; maintain close contact with area employers to improve the job market for College graduates.

Advise students in their educational, career, and personal development.

Evaluate student educational plans and transcripts to determine Co-op eligibility.

Maintain records to document the activities of Co-op participants.

Assist students in developing measurable learning objectives.

Assist faculty coordinators in the evaluation and grading of students through on-site visits with employers and review of student records.

Write and implement program procedures, standards, and agreements to align with local and state Co-op policies and procedures.

Develop and update Co-op brochures, handbooks, workbooks, and forms.

Work directly with faculty coordinators to provide program assistance.

Serve as liaison official between the College and employers regarding requirements of the program.

Plan and monitor annual departmental budget.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Coordinator of Cooperative Education** (Continued)

Prepare regular data reports for Dean of Business Programs, Associate Vice President for Curriculum Programs and Vice President for Curriculum Programs and Vice President of Academic and Student Services.

Develop internal and external marketing strategies, activities, and promotional materials.

Give oral presentations to student groups on campus and to civic and professional groups in the community regarding Co-op.

Collaborate with external agencies to facilitate the placement process of Co-op students.

Annually audit all Co-op records and notebooks to ensure compliance with NCCCS requirements.

Conduct annual training workshops for FTCC faculty and staff involved in the provision of Co-operative education.

Perform related duties.

IV-9.2.4            QUALIFICATIONS

IV-9.2.4.1        Knowledge of:

Principles and practices of career counseling and student placement.

Resources and information sources related to job markets, employment and occupational trends, and salary levels.

Principles and practices of marketing and promotion.

Principles and practices of placement program design and execution.

Area employers and employment requirements.

Methods and practices of statistical report preparation and presentation.

Modern office methods, practices, techniques and computer equipment.

Effective job search techniques.

Principles of effective employee supervision, training, and evaluation.

Technology, including computers, and education and productivity software.

Subject matter related to Cooperative Education.

Principles and practices of Cooperative Education management.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Coordinator of Cooperative Education** (Continued)

Methods and techniques of Cooperative Education development and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles and practices of grant proposal preparation.

Principles and practices of financial record keeping.

Methods and techniques of program marketing and publicity.

IV-9.2.4.2      Ability to:

Effectively counsel and advise students in matters related to career planning and placement.

Effectively market the skills and abilities of students to local business and employers.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare and maintain accurate records, files, and reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned staff.

Prepare, analyze and implement appropriate recommendations related to Cooperative Education affairs.

Effectively market Cooperative Education.

Interpret and apply College and grant policies, procedures, rules, and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Maintain effective work relationships with members of the community, the student population, and the College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Coordinator of Cooperative Education** (Continued)

IV-9.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in career counseling, placement, and Cooperative Education.

Training:

A Bachelor's degree from an accredited college or university with major course work in career counseling, Cooperative Education, or closely related field or equivalent. A Master's degree is desirable.

IV-9.2.5      PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL DUTIES

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the environment.

Is occasionally required to sit; use hands to finger, handle, or feel object, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 25 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision and depth perception; and focus adjustment to differentiate light/color intensity and evaluation perceivable changes in the environment.

### ***IV-9.3 Educational Television Programming Coordinator***

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#### IV-9.3.1 DEFINITION

To consult with the Fayetteville Cumberland Education Access Channel educational partners to identify instructional video needs and then locate and acquire the programming necessary to support the education area identified. To schedule the programming to achieve the highest viewer participation and to achieve the highest level of education assistance; to then maintain contact with the agency who requested the instructional video in order to improve the educational services available in Cumberland County. To facilitate the appropriate use of the Fayetteville Cumberland Educational Education Access Channel.

#### IV-9.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Associate VP for Learning Technologies.

Exercises no functional supervision over any other staff, faculty, or administrators.

#### IV-9.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Consult with educational partners to analyze instructional video support needs and determine the appropriate programming that will provide the best solution to fill that instructional need.

Consult with appropriate agencies to identify staff development goals and requirements and identify media resources that will support these goals.

Research the available programming resources and develop plans that will tap into those programming resources.

Assist the public school system in the development of instructional opportunities for their students and develop resources that support these opportunities.

Review all submitted programs to ensure the program is in the correct media format and complies with all standards set by the Education Access Channel Advisory Board.

Prepare all Education Access Channel program schedules ensuring that the schedule meets all the requirements.

Using the Education Access Channel playback computer system, digitize all programming material, prepare the program schedule and monitor the playback of the programming on the channel to ensure the computer system is operating properly.

Update the Education Access Channel website to reflect the most current program schedule.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Educational Television Programming Coordinator** (continued)

Monitor the channel computer playback system to ensure that all programming that has been scheduled is aired at the proper times and within the quality parameters as outlined by the Education Access Channel Advisory Board.

Assist the Education Access Channel Advisory Board in the development of policies and procedures that are deemed necessary to ensure the smooth operation of the Education Access Channel and develop procedures to inform teachers of the availability of television programming and technology.

Be actively involved with all the Educational Access Channel education partners for the purpose of assisting teachers and other staff in the use of the television medium to supplement teaching activities.

Encourage and facilitate the use of television as an education tool to enhance learning for Cumberland County.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Perform related duties as assigned.

IV-9.3.4            QUALIFICATIONS

IV-9.3.4.1        Knowledge of:

Communications and media technologies, computer systems and procedures including computer assisted digital video storage and playback, web design concepts and software, computer software related to video playback on a cable system, servers, digital video, capture, MPEG, DVD and CD-Rom applications.

Writing techniques and principles including proper English usage, grammar and punctuation.

Principles and techniques of producing educational television projects.

IV-9.3.4.2        Ability to:

Develop presentations using the latest presentation software and to develop presentations for community and education groups.

Conduct meetings, lead discussions and generally facilitate effective discussions about educational television and the use of educational television to meet instructional objectives.

Utilize technology in the performance of the day to day operations of the Education Access Channel.

Analyze problems, identify alternative solutions, project consequences of proposed action and implement recommendations in support of the stated goals of the Education Access Channel.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Educational Television Programming Coordinator** (continued)

Write procedures and recommend policies to the Education Access Channel Advisory Board.

Communicate effectively, both orally and in writing.

IV-9.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in two or more media production fields including two years of experience involving the day to day operations of a cable access channel or similar delivery channel, understanding of software to include office applications as well as scheduling software.

Training:

Equivalent to the completion of a Bachelor's degree from an accredited college or university with course work in journalism, computer multi-media or a closely related field.

## ***IV-9.4 Grant Coordinator***

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### IV-9.4.1 DEFINITION

To develop, plan, organize, coordinate and participate in resource development and the acquisition of external funding for the College. Activities include research of available funding sources and opportunities, grant writing and proposal development, monitoring and evaluation of grant projects and programs; to coordinate resource development activities with all Divisions and Departments of the College; make available technical support to all College faculty and staff participating in grant writing; to provide input for strategic planning objectives of the College in the area of Resource Development

### IV-9.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President for Institutional Advancement.

May exercise direct supervision over professional and clerical staff.

### IV-9.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, coordinate, and organize resource development activities within the College and community.

Research and identify governmental and institutional funding sources, programs, and opportunities consistent with the goals and objectives of the college; advise senior level administrators of available resources and funding requirements.

Identify and participate in the development of resource development activities and projects; coordinate projects and programs; monitor and evaluate resource development programs and activities; review and evaluate work products, methods and procedures.

Develop and coordinate grants management efforts at the College.

Provide information, instruction and technical support to faculty and staff involved in proposal development.

Develop and design the production of literature with academic and administrative staff; provide advice and assistance regarding publication and materials development.

Prepare and submit grant proposals and reports.

Represent the College at community and outside organizations, functions and activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Grant Coordinator** (Continued)

Perform related duties as assigned.

IV-9.4.4            QUALIFICATIONS

IV-9.4.4.1        Knowledge of:

Principles and practices of grant program development and administration.

Research methods as applied to the identification of potential funding sources and opportunities.

Strategic planning and management related to funding.

Principles of effective employee supervision.

Principles and practices of grant proposal preparation, program management.

Methods and techniques of proposal development and evaluation.

Technology, including computers and education and productivity software.

IV-9.4.4.2        Ability to:

Participate in the planning, development, implementation and administration of resource development and external funding goals and objectives of the College.

Organize, direct and implement a resource development program.

Write, prepare, submit, monitor and evaluate a variety of funding proposals and grant applications.

Analyze problems, identify alternative solutions; project consequences of proposed actions and recommend/implement actions in support of College goals.

Interpret and apply local, state and federal policies, regulations, rules and procedures regarding grant proposal preparation and implementation of grant awards.

Propose, develop and organize collaborative grant proposal initiatives with other members of the college, community, region and state.

Supervise and evaluate assigned staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Grant Coordinator** (Continued)

Serve on a variety of ad hoc committees and task forces; conduct research and develop recommendations related to programmatic and administrative affairs at the College.

Coordinate assigned activities with other Divisions and Departments and with outside agencies and organizations.

Communicate clearly and concisely, both orally and in writing.

IV-9.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in external funding, grant writing/administration and management or a related field.

Training:

A Master's degree from an accredited college or university

## ***IV-9.5 Health Services Coordinator***

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### IV-9.5.1 DEFINITION

To plan, organize, and implement a student and employee health services program; to respond to on-campus medical emergencies; to develop and implement health awareness programs and services; to coordinate health related services to handicapped students; and to provide highly responsible technical and administrative staff support to the Associate Vice President for Student Services.

### IV-9.5.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Student Services.

Exercises direct supervision over work-study students as assigned.

### IV-9.5.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, develop, implement and administer campus health services and programs including the establishment of goals, objectives, policies and procedures; implement new or modified programs and services.

Assist in the formulation of written policies governing campus health.

Coordinate health related services, programs, and activities with those of other programs, departments and outside agencies and organizations such as the campus Wellness Center programs.

Provide personal health counseling and nursing services to students and staff; make referrals to appropriate health agencies and organizations as appropriate.

Administer medical treatment, medications, and immunizations to students and staff; perform associated lab analyses; perform physical examinations and general health assessments using the written standing orders of the consulting physician.

Respond to on-campus medical emergencies; administer first aid to accident victims and injured students and staff; coordinate emergency services with local authorities; maintain first aid supplies in campus facilities.

Develop and implement health awareness programs and services; distribute pamphlets, booklets, and other literature on health and prevention topics.

Monitor and enforce student health immunization policies.

Develop, monitor and implement a campus drug abuse prevention and counseling program.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Health Services Coordinator** (Continued)

Maintain patient records, medical forms, and insurance files; initiate, process, and file student accident insurance claims; initiate the paperwork to document a worker's compensation injury; maintain all medical records to include shots, needle sticks, injuries, etc. according to federal, state and local regulations.

Evaluate student applicants for handicapped parking permits; coordinate health services to handicapped student population.

Organize and supervise campus blood drives.

Serve on a variety of college committees and task forces; research and develop recommendations related health and emergency services issues.

Represent the College on a variety of health related advisory boards, commissions, and agencies.

Present informational programs, lectures, and workshops on current health topics.

Perform related duties as assigned.

IV-9.5.4      QUALIFICATIONS

IV-9.5.4.1      Knowledge of:

Principles, practices, and techniques of emergency medical services and preventative health care.

Health services program design and implementation.

Applicable laws governing health professionals within North Carolina.

Community health services and resources.

Principles and methods of medical diagnostics including physical examination and medical laboratory analysis.

Essential elements of effective medical and health awareness programs.

Principles, practices, and techniques of strategic and operational planning.

Causes, symptoms, and prevention of substance abuse.

Nursing as related to the planning and implementation of campus health services.

IV-9.5.4.2      Ability to:

Plan, organize, and implement a comprehensive campus health services program including the development of related policies and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Health Services Coordinator** (Continued)

Evaluate the health and medical condition of students and staff and to determine appropriate treatment.

Administer emergency aid to injured persons, accident victims, and acutely ill patients.

Prepare, coordinate and implement health informational programs and services.

Counsel students and staff on health and safety issues.

Communicate effectively, both orally and in writing.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-9.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in nursing, emergency medicine, or a closely related field.

Training:

An Associate degree in nursing from an accredited college or university; or equivalent.

License or Certificate

Possession of a license as a Registered Nurse in the state of North Carolina and current immunization for Hepatitis B.

## ***IV-9.6      Program Coordinator***

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### **IV-9.6.1          DEFINITION**

To plan, organize and coordinate the activities of an assigned instructional program and to provide highly responsible academic and administrative support to the assigned Department Chair, Division Chair and/or Academic Dean.

### **IV-9.6.2          SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned Department Chair, Division Chair and/or Academic Dean.

### **IV-9.6.3          ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation of goals and objectives related to the assigned curriculum program.

Perform overall coordination duties for the curriculum program, including coordination of curriculum development and review activities.

Assist the Department/Division Chair and/or Academic Dean in the marketing of assigned curriculum; provide input on marketing materials and literature for distribution to potential students; make presentations to schools, organizations, and other contacts.

Coordinate the program advisory committee for the curriculum program/concentration.

Coordinate with faculty and staff to discuss and possibly implement procedures and suggestions by the Program Advisory Board Membership for progressive improvements.

Provide input to the Department/Division Chair and/or Academic Dean on program budget needs to include part-time salaries, supplies, equipment, travel and other costs.

Monitor all expenditures for cost effectiveness and efficiency of program/concentration operations.

Develop, review, and recommend new or modified course outlines, supplies, materials and textbooks; maintain currency of instructional techniques and methods.

Provide to the Department/Division Chair and/or Academic Dean proposed revisions and updates of course outlines and syllabi for coordination/approval with the final approval authority.

Assist the Department/Division Chair and/or Academic Dean with the identification and recruitment of potential faculty and lab technicians in the assigned department; participate in interview selection committees; provide initial orientation and training to new hires, especially adjunct faculty members new to the campus. Assist the Department/Division Chair and/or Academic Dean with the scheduling and staffing for all classes in the program/concentration area, including monitoring classes for effectiveness and efficiency of operations.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Program Coordinator** (Continued)

Provide written input to the Department/Division Chair and/or Academic Dean on the evaluation of faculty, staff and lab technicians assigned within the curriculum department, as deemed appropriate by the Department/Division Chair and/or Academic Dean.

Recommend to the Department/Division Chair and/or Academic Dean courses that could be offered via distance learning techniques, including eArmyu, and coordinate with faculty members assigned to the program to teach the new courses; coordinate with faculty for enrollment to DOC training; coordinate for the preparation of Attachment E documents on new courses to be offered and submit to the Department/Division Chair and/or Academic Dean.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan to the Department/Division Chair and/or Academic Dean on an annual basis and ensure faculty assigned to the program/concentration also provide a well-thought out plan.

Maintain program compliance activities within SACS criterion on a daily basis.

Participate in student advisement and registration processes.

Make appropriate recommendations to the Department/Division Chair and/or Academic Dean on student graduation readiness, including initiating requests for course substitutions, as appropriate.

Resolve complaints or problems among faculty, staff, and students within the program/concentration area and advise the Department/Division Chair and/or Academic Dean of potential escalation of problems, as appropriate.

Verify accuracy and timely submission of 10% rosters and final grade rosters for faculty members assigned to the program/concentration.

Comply with the instructional responsibilities, as explained in the job description for instructional faculty.

Perform related duties as assigned for curriculum department as a part of the administrative responsibilities for teaching faculty.

IV-9.6.4                      QUALIFICATIONS

IV-9.6.4.1                      Knowledge of:

Principles and practices of organization and management.

Principles of curriculum design, including a basic understanding of the NCCCS Website and its various links.

Principles of instructional methodologies and pedagogy.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Program Coordinator** (Continued)

Specific curriculum and subject matter related to the assigned program/concentration and departmental activities.

IV-9.6.4.2      Ability to:

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Train and develop faculty in matters relating to effective teaching techniques and classroom management tactics.

Analyze curriculum design for coherence and effectiveness.

IV-9.6.4.3      Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum department and overall program area.

## ***IV-9.7 Program Coordinator - College Connections***

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### IV-9.7.1 DEFINITION

To plan, organize and coordinate the activities of the College Connections program and to provide highly responsible academic and administrative support to the Dean of Enrollment Management.

### IV-9.7.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean of Enrollment Management.

### IV-9.7.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Research, develop, coordinate and implement "best practice programs and procedures" as related to the goals and objectives of the College Connections program.

Maintain awareness of and interpret N.C. statutes, DPI policies, NCCCS policies, Cumberland County High School policies and Fayetteville Technical Community College policies and develop program compliance measures as appropriate.

Assist in the marketing of the College Connections program; provide input on marketing materials and literature for distribution to potential students; make presentations to schools, organizations, and other contacts.

Coordinate with appropriate CCS and FTCC personnel to establish course need and provide resources to meet that need.

Assist the Department/Division Chair and/or Academic Dean with the identification and recruitment of potential faculty and lab technicians in the assigned department; participate in interview selection committees; provide initial orientation and training to new hires, especially adjunct faculty members new to the campus. Assist the Department/Division Chair and/or Academic Dean with the scheduling and staffing for all classes in the program/concentration area, including monitoring classes for effectiveness and efficiency of operations.

Provide written input to the Department/Division Chair and/or Academic Dean on the evaluation of faculty, staff and lab technicians assigned within the curriculum department, as deemed appropriate by the Department/Division Chair and/or Academic Dean.

Resolve complaints or problems among faculty, staff, and students within the program/concentration area and advise the Department/Division Chair and/or Appropriate Dean as appropriate.

Verify accuracy and timely submission of 10% rosters and final grade rosters for faculty members assigned to the program/concentration.

Develop and implement an assessment plan designed to monitor and evaluate the continuous improvement of College Connections' activities.

Organize and implement student advisement, orientation and registration activities.

Participate and maintain memberships with local and state advisory boards, panels and committees that may have impact on the successful implementation of College Connections programs.

Provide input to the Dean of Enrollment Management on program budget needs to include staffing patterns, salaries, supplies, equipment, travel and other costs.

Provide enthusiastic and responsible customer service to both internal and external customers.

Perform other duties as assigned.

#### IV-9.7.4      QUALIFICATIONS

##### IV-9.7.4.1      Knowledge of:

Principles and practices of organization and management.

Principles of curriculum design, including a basic understanding of the NCCCS Website and its various links.

Principles of instructional methodologies and pedagogy.

Knowledge/familiarity of high school graduation requirements as well as community college and university transferability issues.

Specific curriculum and subject matter related to the assigned program/concentration and departmental activities.

##### IV-9.7.4.2      Ability to:

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Provide orientation for faculty in matters relating to effective teaching techniques and classroom management tactics for high school students.

Analyze curriculum design for coherence and effectiveness.

#### IV-9.7.4.3      Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience

Experience with interpretation and application of state regulations. Experience with records management and computerized student record systems. Ability to communicate effectively, both orally and in writing, including preparation of technical and statistical information.

##### Training

Minimum Requirement: A Bachelor's degree in public relations, public administration, business administration, counseling or related field and four years of experience in providing/coordinating advising/counseling services to students in an academic setting.

Preferred: A Master's degree in counseling, student services, or related area.

## ***IV-9.8      Program Coordinator - Testing***

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### IV-9.8.1          DEFINITION

To plan, organize, prepare, and provide the testing program; to provide highly responsible administrative staff support to assigned supervisor.

### IV-9.8.2          SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Admissions and/or the Dean of Enrollment Management.

### IV-9.8.3          ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Participate in the development, planning, implementation, and administration of goals and objectives, as well as policies and procedures related to testing.

Coordinate assigned activities with the Director of Admissions, Director of Counseling Services, Student Services Coordinator - Fort Bragg, Literacy Education Director, US Army Education Center Testing Director, Adult High School Director, and other outside agencies and organizations.

Conduct testing research to provide statistical data for program admission and potential for academic success.

Confer with and provide staff assistance and advice to higher level management staff; develop, prepare, and present recommendations and reports as requested.

Serve on Student Development and Institutional standing committees as requested.

Administer the ACCUPLACER in accordance with administration documentation.

Score and report the ACCUPLACER results in a timely fashion.

Provide a positive testing climate which includes encouragement to perform at the highest level, and de-emphasizes intimidation and fear.

Collaborate with the Dean of Enrollment Management, the Director of Admissions, and the Director of Counseling Services in preparing a testing schedule and testing information for school literature.

Maintain computer hardware and software necessary to run the Testing Office in an effective and efficient manner.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan to the Director of Admissions on an annual basis.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Program Coordinator - Testing** (Continued)

Participate in student advisement and registration processes.

Perform related duties as assigned.

IV-9.8.4            QUALIFICATIONS

IV-9.8.4.1        Knowledge of:

Principles and practices of organization and management.

Principles of test administration and test evaluation, including a basic understanding of the NCCCS Website and its various links.

Specific curriculum and subject matter related to testing and counseling activities.

College policies and procedures regarding admission standards and educational program requirements.

IV-9.8.4.2        Ability to:

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Determine specific needs of individual students and provide appropriate support.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

IV-9.8.4.3        Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience

Two years of increasingly responsible academic, career and personal counseling and admissions experience.

### Training

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.



## ***IV-9.9 Veterans Services Coordinator***

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### IV-9.9.1 DEFINITION

To plan, organize, and coordinate the veterans services and programs of the College; to coordinate assigned activities with other divisions and departments; and to provide highly responsible staff assistance to the assigned supervisor and Associate Vice President for Student Services.

### IV-9.9.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Student Financial Aid Services.

Exercises direct and indirect supervision over professional and clerical staff.

### IV-9.9.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage, coordinate and organize activities, programs and services to the veteran student population.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Coordinate, oversee and participate in the development of the veterans services department work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Evaluate veterans service operations and activities; recommend improvements and modifications; prepare various reports on operations and activities.

Coordinate and participate in the provision of academic related services, counseling and support to veterans.

Advise veterans on educational benefits and services available; assist veterans in securing benefits.

Recruit veterans, eligible persons, national guard and selected reserve persons for College academic, technical and vocational programs.

Explain policies and procedures of College student support programs available to veterans including financial aid and counseling services.

Advise veterans regarding College preparation and entrance requirements; develop, explain and recommend alternative strategies and programs.

Interview and process veterans into the appropriate VA program; establish appropriate level of financial aid; monitor student activities to ensure compliance with program requirements.

Represent the College at community and outside organization functions to promote veteran service programs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Veterans Services Coordinator** (Continued)

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Provide responsible staff assistance to the Associate Vice President for Student Services through the Director of Student Financial Aid Services.

Coordinate assigned responsibilities with faculty and administrative staff to ensure the services provided meet College and student needs.

Perform related duties as assigned.

IV-9.9.4            QUALIFICATIONS

IV-9.9.4.1        Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of educational program marketing.

Applicable federal, state and local regulations, specifically as such pertain to veterans.

Principles of effective public relations.

Principles of supervision, training and performance evaluation.

IV-9.9.4.2        Ability to:

Organize, direct and implement a comprehensive veteran's affairs program.

Interpret and apply applicable laws, policies, procedures, rules and regulations.

Effectively recruit veterans for, explain and market College academic programs.

Evaluate and advise students on a variety of academic matters.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

Supervise, train and evaluate personnel.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Veterans Services Coordinator** (Continued)

IV-9.9.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in providing counseling services and support to veterans.

Training:

A Bachelor's degree from an accredited college or university with major course work in public relations, public administration, business administration or a related field; or equivalent.

***SPECIALISTS***



## ***IV-10.1      Assessment/Retention Specialist***

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### IV-10.1.1      DEFINITION

To develop a system for collection, analysis and dissemination of data relating to the Basic Skills Program. The primary goal is the assessment and evaluation of student progress in ABE, AHS, CED and ESL programs, and the maintenance of the LEIS student tracking system for state reporting and audit purposes.

### IV-10.1.2      SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Coordinator of Basic Skills Programs and general supervision from the Director of Basic Skills/HRD Programs.

Exercises no supervision.

### IV-10.1.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain the LEIS student tracking system including data entry, follow-up, scheduling of CASAS post-testing, processing of post-testing packets, grading and disseminating post-test progress to instructors, maintaining student files and monitoring data for accuracy and progress.

Provide LEIS training for Basic Skills instructors and staff. Inform staff and instructors of changes with the LEIS system and state reporting guidelines.

Generate reports for Basic Skills staff and instructors regarding enrollment and retention.

Coordinate with Basic Skills staff and instructors to ensure timely processing of CASAS post-testing and maintenance of paper flow.

Generate and distribute Annual Adult High School Dropout Report.

Process and audit end-of-semester LEIS paperwork.

Maintain record of group receipts for each class.

Responsible for creating documents to analyze statistical data.

Gain a thorough knowledge of the Basic Skills Program.

Gain a thorough knowledge of instructional and professional computer programs currently in use.

Visit class sites and monitor instructor's LEIS paperwork.

Work with instructors to develop objectives and reporting system.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assessment/Retention Specialist** (Continued)

Attend local, state and regional workshops.

Perform other duties as assigned.

IV-10.1.4      QUALIFICATIONS

IV-10.1.4.1      Knowledge of:

LEIS Reporting System and detailed record keeping.

Computer software - UNIX, Microsoft Word, Excel, and Power Point.

IV-10.1.4.2      Ability to:

Work independently without supervision.

Meet and deal effectively with staff and instructors.

Demonstrate empathy and understanding for the adult learner.

Communicate both orally and in writing.

IV-10.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years related work experience that provides the knowledge, skills and abilities to successfully work in an office environment.

Training:

Bachelor's degree from an accredited college or university in Business Administration or a related field, or equivalent.

## ***IV-10.2 CASAS/Basic Skills Curriculum Specialist***

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### IV-10.2.1      DEFINITION

To provide informational, conceptual, and technical assistance to Basic Skills instructional faculty which will assist them in creating effective adult-oriented learning activities. These activities should be competency-based and provide opportunities for Basic Skills students to demonstrate mastery of academic, life skills, and employability objectives. Mastery of these objectives should be documentable.

### IV-10.2.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Basic Skills Program.

Exercises no supervision.

### IV-10.2.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide academic support to the instructional staff.

Provide support, direction, and evaluation of the effective adult learning activities.

Recommend academic resources, supplies, and equipment needed to enhance the student learning process.

Coordinate with the director and plan academic workshops, meeting, and seminars for the instructional staff.

Make evaluations and recommendations to improve instructional efficiency.

Develop course outlines and appropriate resource materials for Basic Skills classes.

Review and revise existing Curriculum periodically.

Provide periodic reports to appropriate staff of program; status, needs, recommendations, and accountability.

Perform other duties as needed or assigned by the Director of Basic Skills Program.

### IV-10.2.4      QUALIFICATIONS

#### IV-10.2.4.1      Knowledge of:

College policies and procedures regarding program content and curriculum.

Program requirements for Basic Skills.

Methods and procedures involved in effective teaching.

Specific and generic academic needs of Basic Skills students.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**CASAS/Basic Skills Curriculum Specialist (Continued)**

Competency-based education.

IV-10.2.4.2     Ability to:

Develop and design Curriculum.

Organize, coordinate, implement, and evaluate an academic outcomes assessment system.

Interpret and apply College's policies, procedures, rules, and regulations.

Communicate clearly and concisely, both orally and in writing.

Relate to teachers and students with different cultural backgrounds.

Evaluate teaching effectiveness.

Establish and maintain effective working relationships with those contacted in the execution of your responsibilities.

Assess program needs.

IV-10.2.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and ability would be:

Experience:

At least one year of Curriculum Development or related area.

Training:

A Bachelor's degree from an accredited college or university in Education or a related field, or equivalent.

## ***IV-10.3 Computer Training Specialist***

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### IV-10.3.1 DEFINITION

To plan, organize, and direct a wide range of training activities for all levels of administration, faculty and staff. To provide a way for employees to develop their skills to enhance productivity and quality of work and build their confidence in the use of software products.

### IV-10.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Network Communications Manager

### IV-10.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, organize, write and produce training manuals and procedures.

Post training follow up to reinforce original training.

Implementation of new software training for all occupational levels.

Training in new and existing software of new and current employees.

Coordinate with Network Communications Manager for contracted training.

Technical support and troubleshooting of software by phone and on site visitation.

Become proficient in new software by in-depth study and learning of software packages to prepare for training.

Notify employees of upcoming class schedules.

Keep documentation of completed training and manuals issued.

Survey employees for training needs and requests.

Attend classes on new software and new training techniques.

Perform Cnet administrator duties to include add/remove users, phone assistance, daily backups, manuals and documentation.

Write user's manuals.

Setup classroom and give users technical assistance.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Computer Training Specialist (Continued)**

Perform related duties as assigned.

IV-10.3.4      QUALIFICATIONS

IV-10.3.4.1      Knowledge of:

Software packages - Windows 96 and Windows 3.1, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Power Point, GroupWise 5.2, Netscape Navigator Gold, integrate, Hyperterminal, Paint Shop Pro, WordPerfect 6.1, WordPerfect 97, Cnet.

Our local area network and how it works.

Operation of audio visual equipment.

The Internet and how to navigate through it effectively.

PC's and printers and how to operate them.

Prime user software, IIPS and Visual Basic applications.

Prime query language, INFORM.

Integrate Query Builder.

IV-10.3.4.2      Ability to:

Plan, organize and direct training activities for all occupational levels.

Prepare clear and concise training documents for all occupational levels.

Effectively communicate one-on-one, in small or large groups with all occupational levels.

Build trainee's confidence in using computer software in their jobs.

Apply logical deduction to solve user problems.

IV-10.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and ability would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Computer Training Specialist** (Continued)

Experience:

One year of software training and training manual development experience.

One year of computer programming and computer center experience.

Training:

An Associate degree from an accredited college in computer science or related field, or equivalent.

## ***IV-10.4 Employee Benefits Specialist***

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### IV-10.4.1 DEFINITION

To plan, organize, and participate in the administration of the College's benefits program; to provide information and support to faculty, administrative staff and employees regarding the benefits process; to perform a variety of paraprofessional and technical tasks in support of the payroll and benefits process; and to perform a variety of accounting functions.

### IV-10.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Controller.

### IV-10.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Administer and coordinate the College's fringe benefit program; serve as the College's Health Benefit Representative (HBR) to the State.

Administer, monitor and implement the College's Workers' Compensation program; provide information and process claims; maintain appropriate records and documentation.

Prepare quarterly reimbursement to local funds from special funds for Workers' Compensation on special funds employees.

Prepare payroll reports on deductions, retirement, benefits and other related statistics; verify or reconcile deductions per payroll reports to individual company billings; submit checks with appropriate forms to individual companies.

Prepare monthly Bureau of Labor Statistics report giving number of employees, number of females, number of faculty, and wages paid during month.

Send employee claim forms for disability salary continuation and health insurance.

Locate source of funds for employees who received unemployment compensation benefits. This is done at the time we receive our bill. Process appropriate local and special funds checks for unemployment compensation and submit to Department of Community Colleges.

Evaluate aggregate service, prepare memo for President's approval, prepare form adjusting Longevity date to forward to Payroll Supervisor to make adjustments in system.

Assist Payroll, Accounts Payable and Purchasing with Queries.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Employee Benefits and Accounting Specialist (Continued)**

Responsible for monthly and quarterly payroll taxes.

Responsible for verifying employment by phone and in writing.

Respond to Inquiries and complete forms for Post-Secondary teaching experience.

Process retirement applications.

Process applications for retirement refunds on employees that terminate.

Assist in the development of office procedures to facilitate the processing of the College's benefits programs.

Act as informational liaison to faculty, staff administrators and employees regarding the College's benefits programs; respond to inquiries and requests for information; solve problems.

Participate in the coordination of benefit activities with those of other College departments and divisions as appropriate.

Perform related duties as assigned.

IV-10.4.4      QUALIFICATIONS

IV-10.4.4.1      Knowledge of:

Principles and practices of administering a fringe benefit program.

Techniques and methods of payroll deduction processing and reporting.

Laws regulating benefits practices and procedures.

General accounting and bookkeeping techniques and procedures.

Modern office practices, procedures, methods and equipment.

IV-10.4.4.2      Ability to:

Coordinate and administer a fringe benefit operation.

Analyze benefit deductions, reports and related documentation and draw sound conclusions.

Interpret and apply Federal, State and local policies, procedures, rules and regulations.

Design and install new and improved record keeping systems.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Employee Benefits and Accounting Specialist (Continued)**

Operate modern office equipment and personal computer.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with outside organizations and College academic and administrative staff.

IV-10.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible employee benefits experience and general accounting.

Training:

A Bachelor's degree from an accredited college or university in accounting, bookkeeping, or related field; or equivalent.

## ***IV-10.5     Media Production Specialist***

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### IV-10.5.1            DEFINITION

To develop and produce instructional and related aids for faculty, students and the community including either audio or video production, photographic/graphic art services, web pages, or multimedia products; and to provide responsible staff assistance to assigned Senior Production Specialist and the Director of Media Services.

This is the full journey level class within the Production Specialist series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully trained in the technical aspects of assigned area of responsibility.

### IV-10.5.2            SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Media Services.

Exercises no supervision.

### IV-10.5.3            EXAMPLE OF DUTIES - Duties may include, but are not limited to, the following:

Provide media related production services to faculty, students, College divisions and departments, and the community as a whole including the areas of photography, audio-visual media, web page design, multimedia production, web streaming video and graphic art.

Work with assigned Senior Production Specialist to clarify product/project needs; work with assigned Senior Media Production Specialist to produce a program or project in assigned technical field to meet identified goals and objectives.

Maintain assigned work schedules and ensure that deadlines are met.

Respond to questions from faculty and administrative staff; resolve complaints or concerns as able.

Prepare a variety of products and programs including web page designs, web streaming video and audio files, photographs, graphic designs, and audio instructional aids; duplicate media materials.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies related to assigned area of responsibility.

Perform related duties as assigned.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Media Production Specialist** (Continued)

IV-10.5.4      QUALIFICATIONS

IV-10.5.4.1      Knowledge of:

Communications and media technologies, systems and procedures related to area of assigned responsibility.

Professional media and communications standards.

Principles and techniques of designing and producing, web pages, web streaming video and audio files, audio-visual, video, photographic and/or graphic design products for instructional use.

Principles and practices of production journalism.

Modern office procedures, methods and computer equipment.

IV-10.5.4.2      Ability to:

Prepare instructional materials in a specialized area of media production involving web page design, web streaming video and audio files, video, audio visual or photographic techniques and media.

Produce effective instructional materials for faculty, students and the community.

Write clear and concise scripts, bulletins and other verbal communications for audio instructional aids.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

IV-10.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible experience in an applicable media production field.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Media Production Specialist** (Continued)

Training:

An Associate degree from an accredited college or university with major course work in communications, journalism, media production, photography, graphic design or a related field; or equivalent.

## ***IV-10.6 Senior Media Production Specialist***

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### IV-10.6.1 DEFINITION

To consult with faculty and College administrative staff to identify media production needs; to write and produce instructional and promotional programs to meet identified needs involving multiple media areas; and to coordinate assigned projects with appropriate College production staff.

This is the advanced journey level class in the Media Production Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including working with faculty and administrative staff to identify ways to meet their communication and/or marketing needs, coordinating project activities and by providing functional supervision over assigned production staff on a project by project basis. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### IV-10.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Media Services.

Exercises functional and technical supervision over production specialist staff.

### IV-10.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Write and produce instructional and promotional programs and materials for faculty and administrative staff including instructional modules, brochures, slide shows, flyers and posters.

Consult with faculty and College administrative staff to identify media production needs; provide direction and guidance regarding content, instructional design and media selection.

Prepare script in media format from content supplied by faculty or administrative staff; add instructional design components.

Design, create and specify visual aspects of the project, i.e. slide frames, video activity, layouts and scenes.

Initiate and coordinate all production aspects of assigned projects; direct the work of assigned production specialist staff; ensure that deadlines and time lines are met.

Maintain quality control over all projects.

Coordinate all project aspects with faculty or administrative staff; review drafts and resolve complaints; ensure that final product meets defined needs and expectations.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Media Production Specialist** (Continued)

Conduct staff development workshops to keep faculty and staff aware of new technologies and applications available in developing instructional and promotional aids.

Assist in the development of policies and procedures within the College's media production operation; recommend new service areas and products.

Review publications, journals and literature to stay abreast of changing communication technologies and philosophies.

Perform related duties as assigned.

IV-10.6.4      QUALIFICATIONS

IV-10.6.4.1      Knowledge of:

Communications and media technologies, systems and procedures.

Principles and techniques of designing and producing audiovisual, video, photographic and graphic design products for instructional use.

Writing techniques and principles including proper English usage, grammar and punctuation.

Principles and techniques of producing audio visual projects.

Instructional design and educational teaching needs.

IV-10.6.4.2      Ability to:

Write and produce instructional and promotional programs and materials.

Identify and meet faculty and College administrative staff media production needs.

Coordinate and direct the work of production staff; maintain time lines and meet deadlines.

Design and produce effective instructional and promotional materials for faculty and administrative staff.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

#### IV-10.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Four years of experience in two or more media production fields including two years of experience involving the writing and producing of media-related materials and aids.

##### Training:

A Bachelor's degree from an accredited college or university with course work in media production, journalism, education or a closely related field; or equivalent.

***SUPERVISORS***



## ***IV-11.1 Bookstore Supervisor***

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### IV-11.1.1 DEFINITION

To plan, organize and supervise the operational and financial activities of the Bookstore; to coordinate assigned activities with faculty and other College departments and divisions; and to ensure appropriate support and service is provided to College students.

### IV-11.1.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Auxiliary Services Coordinator.

Exercises direct and indirect supervision over technical and clerical staff.

### IV-11.1.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in the operational and financial activities of the College Bookstore.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services to College students and staff; implement policies and procedures.

Develop and recommend new or modified programs, systems, policies and procedures.

Direct, oversee and participate in the development of the Bookstore's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Establish, implement and assess the Bookstore marketing and merchandising program; develop marketing and merchandising approaches, plans and strategies.

Direct through subordinate staff the ordering and processing of textbooks and student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.

Oversee the warehouse operations of the Bookstore; ensure that merchandise is stored in an organized and appropriate manner and that appropriate inventory records are maintained.

Coordinate Bookstore activities with faculty, administrative staff and other College departments and divisions; ensure that textbooks and supplies carried meet the academic needs of the student population.

Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.

Perform related duties as assigned.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Bookstore Supervisor** (Continued)

IV-11.1.4      QUALIFICATIONS

IV-11.1.4.1      Knowledge of:

Principles and practices of retail management, particularly as they relate to bookstore operations.

Principles of supervision including employee training and performance evaluation.

Methods of accounting, purchasing, inventory control and warehouse operations.

IV-11.1.4.2      Ability to:

Effectively oversee and direct the operations of a College bookstore.

Supervise, plan, assign and evaluate the work of assigned staff.

Communicate clearly and concisely, both orally and in writing.

Interpret and apply College policies, procedures, rules and regulations.

Exercise independent judgment in the resolution of bookstore problems.

Establish effective working relationships with College employees, students, vendors and the general public.

IV-11.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of progressively responsible administrative and supervisory experience in a variety of phases of retail management, purchasing, inventory control and accounting.

Training:

An Associate degree or equivalent from an accredited college or university in retailing, business administration, marketing or a closely related field; or equivalent.

## ***IV-11.2 Career Center Supervisor***

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### IV-11.2.1 DEFINITION

To plan, coordinate, and implement Career Center programs and services; to assist students in the identification of career options and alternatives; and to coordinate Career Center programs and services with those of other departments and divisions of the College.

### IV-11.2.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Counseling Services.

Exercises direct supervision of technical staff.

### IV-11.2.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist students in identifying career opportunities and in the establishment of educational goals consistent with career choices; maintain current information on career opportunities and alternatives.

Develop, plan, implement and maintain Career Center the goals and objectives as well as Center policies and procedures; implement new or modified programs and procedures.

Market Career Center programs and services; prepare marketing materials and literature of distribution to students; make presentations to students on Career Center programs.

Provide general information and assistance to program participants; assess student standing and needs; suggest alternative courses of action.

Preview, order and update career education materials; maintain current library of career informational materials.

Maintain the Career Center facility and appearance.

Represent Career Center programs and services at community and outside organizations including career days and conferences.

Serve on a variety of ad hoc committees and task forces; research and develop recommendations related to programmatic and administrative affairs of the College.

Coordinate Career Center programs and activities with those of other programs, departments and outside agencies and organizations.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Career Center Supervisor** (Continued)

Refer students to outside community agencies as appropriate for guidance and support.

Perform related duties as assigned.

IV-11.2.4      QUALIFICATIONS

IV-11.2.4.1      Knowledge of:

Academic, career and personal counseling techniques, methods and procedures.

Career options and alternatives and applicable college programs.

General educational systems and requirements, and academic grade and unit equivalents.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

IV-11.2.4.2      Ability to:

Provide academic, personal and career counseling support to students in a variety of situations and environments.

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term career goals.

IV-11.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible academic, career and personal counseling and admissions experience.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Career Center Supervisor** (Continued)

Training:

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.

## ***IV-11.3 Food Service Supervisor***

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### IV-11.3.1 DEFINITION

To supervise and coordinate the College's food service program; to maintain food service areas, facilities and equipment in a clean and sanitary condition; and to assist in the preparation and serving of food.

### IV-11.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Auxiliary Services Coordinator.

Exercises direct supervision over assigned food service personnel.

### IV-11.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in providing food services to students, faculty and administrative staff.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing effective food services; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Schedule work assignments; establish priorities of staff and student assistants.

Coordinate the preparation and selling of food for breakfasts, breaks, lunches and special events.

Set up for serving and serve to students and faculty members.

Maintain cleanliness and ensure safe operation of machines by inspecting machines and performing minor adjustments.

Estimate quantities of food and supplies required for daily and weekly use.

Requisition, store, and receive foods and supplies.

Conduct inventory of food and supplies.

Maintain staff time cards and submit monthly time reports for regular and substitute employees.

Ensure compliance with health and safety rules and regulations.

Balance money and prepare daily bank deposits.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Food Service Supervisor** (Continued)

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for requests; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information regarding services to students, faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

IV-11.3.4      QUALIFICATIONS

IV-11.3.4.1      Knowledge of:

Methods and equipment used in preparing food for large quantities of people.

Principles of sanitation, health and safety practices.

Basic arithmetic principles for maintaining inventory and cashiering.

Basic principles of personnel supervision and training.

IV-11.3.4.2      Ability to:

Supervise, train and evaluate assigned staff.

Prepare salads, sandwiches and other foods.

Operate and train others in the use of cafeteria equipment.

Perform basic arithmetic calculations as applied to inventory record keeping and cashiering.

Maintain accurate records and cash receipts.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-11.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Food Service Supervisor** (Continued)

Experience

Three years of increasingly responsible food service experience.

Training:

Completion of the twelfth grade, supplemented by specialized training in food preparation and sanitation or a related field; or equivalent. An Associate degree in business or a related field is desired.

## ***IV-11.4      Grounds/Maintenance Supervisor***

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### **IV-11.4.1          DEFINITION**

To plan, organize, and supervise landscape, grounds maintenance, litter control operations; and to perform a variety of manual and technical tasks relative to the maintenance and repair of all landscaped and open areas.

### **IV-11.4.2          SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Facilities Services.

Exercises direct supervision over grounds maintenance personnel.

### **IV-11.4.3          ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in maintenance and upkeep of all green space and landscaped areas of the College.

Evaluate operations and activities of the grounds maintenance work unit; recommend improvements and modifications; prepare various reports on grounds maintenance operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing general grounds maintenance services; implement policies and procedures.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for new landscape projects and improvements to campus open areas; monitor and control expenditures.

Participate in the selection of grounds maintenance staff; provide or coordinate staff training; work with employees to correct deficiencies; administer employee performance evaluations; implement disciplinary procedures as necessary.

Answer questions and provide information to faculty, staff, students, and the general public; investigate complaints and recommend corrective actions as necessary.

Develop and/or review and approve proposed landscape designs and plant materials; oversee and participate in landscape installations to ensure proper establishment of plant materials.

Participate in general grounds keeping tasks including mowing, tree trimming, pruning and shaping of shrubbery, planting, and application of fungicides, insecticides, herbicides, nematicides and fertilizers.

Perform related duties as assigned.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Grounds/Maintenance Supervisor** (Continued)

IV-11.4.4      QUALIFICATIONS

IV-11.4.4.1      Knowledge of:

Methods, materials, tools, and equipment used in landscape maintenance and turfgrass management.

Safe and proper application of fungicides, insecticides, herbicides, nematocides and fertilizers.

Principles and practices of landscape design and installation.

Purposes, operation, and proper use and maintenance of tools and equipment used in general grounds maintenance work.

Plant and turfgrass pests and diseases.

Budgeting procedures and techniques.

Principles and practices of supervision, training, and personnel management.

IV-11.4.4.2      Ability to:

Organize, direct, and implement a comprehensive grounds maintenance program.

Estimate time, materials, and equipment needed to complete assigned maintenance responsibilities.

Operate and maintain a variety of equipment and tools used in landscape installation and maintenance.

Apply fungicides, insecticides, herbicides, nematocides and fertilizers safely and effectively.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare and administer a budget.

Supervise, train, and evaluate personnel.

Communicate through the College's networking system.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Grounds/Maintenance Supervisor** (Continued)

IV-11.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of progressively responsible park maintenance, landscape installation and maintenance experience, including two years of supervisory experience.

Training:

An Associate degree from an accredited college in horticulture, park management or a related field; or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

Possession of, or ability to obtain, an appropriate, valid public pesticide applicator's license.

## ***IV-11.5 Housekeeping Supervisor***

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### **IV-11.5.1 DEFINITION**

To plan, organize and supervise the provision of custodial services to College buildings and facilities.

### **IV-11.5.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Facilities Services.

Exercises direct supervision over assigned custodial staff.

### **IV-11.5.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in providing custodial services to College buildings and facilities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing effective custodial services; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Prepare work assignments and schedules for custodial staff; ensure proper coverage during absences due to vacation or sick leave.

Review tasks performed by custodial staff to ensure that proper levels of service are being provided.

Maintain an inventory record of supplies.

Issue supplies to all custodial staff for all buildings and facilities.

Train custodians in efficient and proper use of equipment, chemicals and techniques for cleaning.

Clean and perform preventative maintenance tasks related to assigned building and facilities as required.

Observe and report needed repairs.

Prepare daily reports of services performed.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Participate in budget preparation and administration; prepare cost estimates for recommendations.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Housekeeping Supervisor** (Continued)

Answer questions and provide information to faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

IV-11.5.4      QUALIFICATIONS

IV-11.5.4.1      Knowledge of:

Cleaning methods, materials, and equipment.

Hazards and safety precautions related to general maintenance and custodial activities.

Principles and practices of inventory control.

Principles of supervision, training and performance evaluation.

IV-11.5.4.2      Ability to:

Plan, organize and oversee the work of assigned custodial staff.

Maintain appropriate records and files.

Train, supervise and evaluate assigned staff.

Clean and care for assigned areas and equipment.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

Communicate through the College's networking system.

IV-11.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Housekeeping Supervisor** (Continued)

Experience:

Four years of increasingly responsible custodial experience including some lead responsibilities with two years of supervisory experiences.

Training:

An Associate degree from an accredited college in Business Administration or related field; or equivalent.

## ***IV-11.6 Housekeeping Shift Leader***

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### IV-11.6.1      DEFINITION

To assist with the organization and supervision of custodial services of the College.

### IV-11.6.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Housekeeping Supervisor.

Exercises direct supervision over assigned custodial staff.

### IV-11.6.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, implement, assign and review the work of staff involved in shift custodial services.

Recommend and provide assistance to the supervisor in the implementation of goals and objectives.

Implement policies and procedures.

Prepare daily assignments and inspect tasks performed by staff to ensure proper standard and quality of service.

Train custodians in efficient and proper use of equipment, supplies and technologies for proper cleaning.

Observe and report repairs as needed.

Prepare daily logs of work performed. Assist with preparation of annual evaluations.

Perform duties of a housekeeper as required during staff absences.

Perform other duties, as assigned.

### IV-11.6.4      QUALIFICATIONS

#### IV-11.6.4.1      Knowledge of:

Supervision, training, and evaluation procedures.

Cleaning methods, materials, and equipment.

Hazards and safety precautions related to general maintenance and custodial activities.

Cleaning and care for assigned areas and equipment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Housekeeping Shift Leader** (Continued)

IV-11.6.4.2     Ability to:

Carry out oral and written directions effectively

Communicate effectively, both orally and in writing.

Communicate through the College networking system.

Establish and maintain effective working relationships with those contacted.

Perform moderately heavy manual work including lifting and moving heavy objects and supplies.

Perform assigned duties during inclement weather conditions.

IV-11.6.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasing custodial experience with supervisory experience.

Training:

A High School Diploma or equivalent. Further educational advancement from an accredited College is desirable.

License and Certification:

Possession of, or ability to obtain an appropriate North Carolina Driver's License. Completed vaccinations in immunization for Hepatitis B or will be acquired within six months of employment.

## ***IV-11.7 Instructional Designer***

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### IV-11.7.1 DEFINITION

To provide quality instructional design to assist faculty in the delivery of education and training to students; to provide advanced level of knowledge in instructional methodology, pedagogy, assessment, student engagement, interactivity, and in-service development opportunities.

### IV-11.7.2 SUPERVISION RECEIVED AND EXERCISED

Responsible to the Vice President for Learning Technologies under the supervision of the Director of Technology Innovation and Applications.

### IV-11.7.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop storyboards to assist faculty in course design.

Develop course design strategies for use in traditional and distance learning offerings that incorporate interactive technologies, and other applicable resources.

Design and deliver professional education classes to a diverse faculty, assisting them in the creation of strategies to improve the learning process.

Provide leadership for long and short range planning and development for online course development as stand-alone courses and for development and marketing of fully online certificates, diplomas and degrees.

Collaborate with the online standards team for the development, implementation and annual review of FTCC's online academic standards.

Lead the development, team review and approval of courses before activation as online courses for FTCC.

Provide training and assistance in the incorporation of learning objects and visual learning objects in a diverse catalog of courses.

Facilitate group planning, design, execution and delivery of projects.

Maintain accurate scholastic and membership records of instructors enrolled in professional development classes and submit reports as required.

Recommend to the Director of Technology Innovation and Applications methods and strategies to improve the instructional program being taught at the College.

Recommend to the Director of Technology Innovation and Applications resources needed for faculty professional development.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Instructional Designer** (Continued)

Recommend to the Director of Technology Innovation and Applications the type and quality of equipment needed for instructional purposes.

Provide performance evaluation input to the Department Chairs/Division Chairs/Deans for the performance review of online instructors per the online standards and best practices.

Maintain proper work hours.

Submit a Personal and Professional Development Plan to the Director of Technology Innovation and Applications annually.

Attend all scheduled meetings.

Attend all graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

Other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

IV-11.7.4      QUALIFICATIONS

IV-11.7.4.1      Knowledge of:

Curriculum design and subject matter content related to assigned area of responsibility.

Advanced knowledge of instructional design methodology, pedagogy, assessment, student engagement, interactivity, and instructional product development particularly as they relate to the online environment.

Best practices and online standards for courses and labs.

Methods and techniques of traditional and non-traditional student learning.

Methods and techniques of curriculum development and evaluation.

Project management and facilitation.

Preparation and interpretation of data reports.

Performance evaluation techniques for online instructors.

College procedures and practices.

Specific knowledge as may be required by the assigned area of responsibility.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Instructional Designer** (Continued)

IV-11.7.4.2      Ability to:

Foster teamwork and work collaboratively.

Simultaneously manage multiple projects.

Prepare, analyze and implement instructional design program recommendations.

Gain cooperation through discussion and persuasion.

Lead and foster innovation for the benefit of FTCC students.

Make difficult decisions with integrity.

Communicate effectively, both orally and in writing.

Specific abilities as may be required by the assigned area of responsibility.

IV-11.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years' job-related experience or any equivalent combination of experience working in instructional development, instructional design, or electronic course development.

Two years' experience leading teams, supervising employees or participating in collaborative ventures.

Training:

A Bachelor's degree in Instructional Design, Instructional Technology or related fields in education or training.

Required: Portfolio of work that provides evidence of strengths as an online course designer.

## ***IV-11.8 Instructional Labs Supervisor***

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### IV-11.8.1      DEFINITION

To provide technical supervision of academic computer labs, to coordinate the preparation of computer hardware, software and supplies for student, faculty and staff use; to provide technical information and assistance to faculty, staff and computer lab technicians on computers, software and academic networks; and to assist in scheduling lab computers and facilities.

### IV-11.8.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from MIS Support Manager.

Exercises direct supervision over instructional lab technicians.

Exercises technical supervision over academic computer labs.

### IV-11.8.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Supervise and participate in the general maintenance of computer labs; supervise routine maintenance and repairs on computer and peripheral equipment.

Train and supervise instructional lab technicians in lab operations.

Assist with configuring computer labs, monitoring security and customizing applications software and routines.

Coordinate the technical operation of all academic labs with MIS to help ensure compatibility with College networks.

Maintain instructional labs' hardware and applications software usage records.

Coordinate the maintenance of hardware and supply inventories for all academic computing.

Provide technical data and advice to faculty on computer equipment, labs, software applications and budget development.

Provide assistance to instructional staff and to instructional lab technicians in preparation of hardware, software and supplies as needed to support academic requirements.

Attend workshops, conferences, and meetings related to assigned area of responsibility.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Instructional Labs Supervisor** (Continued)

IV-11.8.4      QUALIFICATIONS

IV-11.8.4.1      Knowledge of:

Operational characteristics of computers and their operating systems.

Proper and safe use of computer equipment and software.

Subject matter related to applications software utilized in computer labs.

Principles, practices, and laboratory techniques related to laboratory subject matter.

Principles of supervision including employee training.

Practices of basic record keeping.

Research techniques and methods of report preparation.

IV-11.8.4.2      Ability to:

Configure, customize application software and troubleshoot problems for computer labs.

Correctly and efficiently set up laboratory equipment, materials and supplies as needed.

Provide assistance and instruction to faculty and staff on technical matters appropriate to assigned laboratories.

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.

Assist in performing routine maintenance and repairs on assigned equipment.

Interpret and apply policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-11.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Instructional Labs Supervisor** (Continued)

Experience:

Three years of increasingly responsible experience working with computers and application software related to assigned area of responsibility.

One year of supervisory experience.

Training:

An Associate's degree in computer science or related field, or equivalent.

## ***IV-11.9 Maintenance Supervisor***

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### IV-11.9.1 DEFINITION

To plan, organize and supervise maintenance activities within Plant Operations including building maintenance and construction, electrical maintenance, HVAC maintenance and repair and vehicle services; to provide a safe and comfortable physical environment for College faculty, staff, and students; and to coordinate assigned facility and vehicle maintenance activities with other College departments, divisions, programs, and activities and outside organizations.

### IV-11.9.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Facilities Services.

Exercises direct supervision over technical, maintenance and clerical staff.

### IV-11.9.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in facility maintenance including general building maintenance and construction, electrical installations and repairs, and mechanical systems maintenance and repair.

Plan, prioritize, assign, supervise and review the work of staff involved in vehicle maintenance and repair.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned maintenance and construction activities; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Confer with and provide staff assistance and advice to higher level College staff regarding facility and vehicle maintenance requirements; develop, prepare and present recommendations and reports as requested.

Coordinate the administrative responsibilities within the work unit; monitor and evaluate workload; develop and implement policies and procedures.

Plan and schedule preventative maintenance; evaluate cost effectiveness of maintenance program; prepare recommendations for improvement.

Plan and coordinate supply and material acquisitions to prevent interruptions of work.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Supervisor** (Continued)

Participate in budget preparation and administration, prepare cost estimate for recommendations.

Assist staff in preparing facilities for special events.

Perform related duties as assigned.

IV-11.9.4      QUALIFICATIONS

IV-11.9.4.1      Knowledge of:

Principles, practices, methods and techniques of general facility maintenance and building construction.

Building and safety codes and sanitary and health regulations.

Principles, practices, methods and techniques of vehicle maintenance and repairs.

English usage, grammar, spelling and punctuation.

Principles of supervision, training and performance evaluation.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

IV-11.9.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Compile and maintain accurate and complete records and reports.

Prepare, analyze and implement appropriate recommendations related to facility and vehicle maintenance activities.

Train, supervise and evaluate assigned staff.

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Establish and maintain effective working relationships with those contacted in the course of work.

Read sketches, drawings and blueprints.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Supervisor** (Continued)

Communicate through the College's networking system.

IV-11.9.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of general facility and/or vehicle maintenance experience with at least two years of supervisory experience.

Training:

An Associate degree from an accredited college in building construction, engineering, architecture, mechanics or a related field; or equivalent.



## ***IV-11.10 Payroll Supervisor***

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### IV-11.10.1      DEFINITION

To plan, organize, supervise and participate in the College's payroll program; to provide information and support to faculty, administrative staff and employees regarding the payroll process; and to perform a variety of paraprofessional and technical tasks in support of the payroll process.

### IV-11.10.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Controller.

Exercise direct and indirect supervision over assigned technical and clerical payroll staff.

### IV-11.10.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for maintaining appropriate payroll records, reports and supporting documentation.

Participate in the preparation and processing of the College's payroll; collect and audit time sheets, data records and adjustment sheets for accuracy and completeness.

Process the transfer of Direct Deposit through automation on the PC.

Review and process personnel action notices; process all part-time faculty contracts; initiate and adjust payroll records as necessary.

Code part-time contracts - Tear down and give copy to appropriate director.

Separate payroll checks and distribute.

Prepare leave report.

Establish appropriate records and files on the computer for new employees.

Assist in the development of office procedures to facilitate the processing of the College's payroll.

Oversee the maintenance of employee personnel files.

Maintain and balance status reports on employees.

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FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Payroll Supervisor** (Continued)

Prepare and balance W2's with computer.

Supervise, train, motivate and evaluate assigned staff; establish and monitor employee performance objectives; prepare and present employee performance reviews; provide or coordinate staff training.

Provide support to the Controller related to assigned areas of responsibility.

Perform related duties as assigned.

IV-11.10.4      QUALIFICATIONS

IV-11.10.4.1    Knowledge of:

Principles and practices of financial record keeping related to payroll.

Knowledge and understanding of expense codes for preparation of invoices for Accounts Payable.

Modern office methods, practices and procedures.

Basic computerized data processing principles.

Applicable federal, state and local laws, procedures, rules and regulations.

IV-11.10.4.2    Ability to:

Prepare and maintain accurate records, files and reports.

Operate standard office equipment, including a personal computer.

Make arithmetic calculations accurately and rapidly.

Prepare a variety of regular and special payroll and statistical documents within prescribed guidelines and procedures pertaining to payroll.

Understand and apply principles and procedures involved in fiscal record keeping and accounting functions related to payroll.

Communicate clearly and concisely, both orally and in writing.

Maintain effective working relationships with those contracted in the course of work.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Payroll Supervisor** (Continued)

IV-11.10.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible accounting experience involving the maintenance of financial and related statistical records preferably within the area of payroll.

Training:

A Bachelor's degree from an accredited college in accounting, business administration or related field; supplemented by experience in payroll functions; or equivalent.

## ***IV-11.11 Print Shop Supervisor***

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### IV-11.11.1 DEFINITION

To plan, organize and supervise the print shop operations; to direct and review the work of assigned staff involved in operating a variety of duplicating equipment to reproduce materials for all College departments and divisions; and to perform a variety of technical tasks relative to assigned area of responsibility.

### IV-11.11.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Administrative Services.

Exercises direct supervision over assigned print shop staff.

### IV-11.11.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in the College's print shop operation.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective duplicating services to College staff; implement policies and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Oversee and direct the operation of duplicating equipment utilized to reproduce a variety of materials for all College divisions and departments, including off-set presses and Xerox machines.

As necessary, interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or Xerox machines.

Oversee staff involved in the lay-out and preparation of projects and copy orders for printing.

As necessary, assist staff in making various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.

Ensure adequate inventory of supplies, chemicals and materials for duplicating equipment.

Maintain and review records of number of copies reproduced.

Participate in budget preparation and administration; prepare cost estimate for budget recommendations; submit justifications for requests; monitor and control expenditures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Print Shop Supervisor** (Continued)

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information to the faculty and administrative staff; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

IV-11.11.4      QUALIFICATIONS

IV-11.11.4.1    Knowledge of:

Methods and techniques of providing comprehensive and centralized reproduction services to a large organization.

Uses, operation and maintenance of various types of duplicating and related equipment.

Modern office practices, procedures and equipment.

Basic mathematics.

Principles of supervision, training and performance evaluation.

IV-11.11.4.2    Ability to:

Supervise and implement a comprehensive centralized reproduction program.

Direct staff in the operation and maintenance of duplicating machines.

Adjust and make moderately difficult repairs to duplicating machinery.

Direct staff involved in laying out work assignments and preparing printing plates.

Direct staff in the operation and maintenance of related print shop equipment including binding machinery and collators.

Establish and maintain effective working relationships with persons contacted in the course of work.

Supervise, train and evaluate assigned staff.

IV-11.11.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Print Shop Supervisor** (Continued)

Experience:

Four years of increasingly responsible experience working within a centralized reproduction center including experience in operating Xerox machines, off-set presses and related duplicating equipment.

Training:

Completion of the twelfth grade supplemented by special training; or equivalent. An Associate degree in business or a related field is desired.

## ***IV-11.12 Property Control and Services Supervisor***

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### IV-11.12.1 DEFINITION

To plan, organize, and supervise warehousing and college-wide inventory control services; to provide support services to other College departments, divisions, offices and programs; and to perform a variety of technical tasks relative to inventory management, storage, and delivery.

### IV-11.12.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Business and Finance.

Exercises direct supervision over property control and warehousing personnel.

### IV-11.12.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise, and review the work of personnel involved in college-wide inventory control activities and warehousing.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for centralized warehousing and college-wide inventory management services; implement policies and procedures.

Evaluate warehouse operations and activities; recommend improvements and modifications.

Plan, supervise and participate in the college's equipment inventory program in accordance with requirements and stipulations of the Department of Community Colleges; directly account for College owned equipment; prepare related reports.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement disciplinary procedures as necessary.

Answer questions and provide information to faculty, staff and public; investigate complaints and recommend corrective action as necessary for the resolution of complaints.

Conduct periodic inventories of College assets as required by law; maintain appropriate inventory records; coordinate and oversee the disposal of surplus College property and equipment.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Property Control and Services Supervisor** (Continued)

IV-11.12.4      QUALIFICATIONS

IV-11.12.4.1    Knowledge of:

Principles, practices, methods and procedures of inventory control and record keeping.

Principles and practices of warehousing, shipping, and receiving.

Operational characteristics, capabilities and safety precautions for a variety of materials handling machinery and equipment.

State laws, rules and regulations governing inventory management and record keeping.

Modern office practices, procedures, and computer equipment.

Principles and practices of supervision, training, and personnel management.

IV-11.12.4.2    Ability to:

Plan, supervise, schedule and coordinate warehousing and inventory management functions, activities, and services.

Establish and maintain complete and accurate inventory records.

Establish and maintain effective working relationships with those contacted in the course of work.

Supervise, train, and evaluate personnel.

IV-11.12.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible inventory management experience.

Training:

An Associate degree from an accredited college in general business or a related field; or equivalent.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Property Control and Services Supervisor** (Continued)

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

### ***IV-11.13 Security Operations Officer (Captain)***

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#### **IV-11.13.1 DEFINITION**

To assist the Director, Public Safety and Security in managing, directing, organizing, developing, planning and coordinating the activities of the Public Safety and Security Department, to ensure that the overall mission of FTCC can be accomplished in a safe and secure environment; to ensure department personnel are professionally trained to meet college demands; to manage the Traffic Section vehicle registration and parking fines program; and to ensure a comprehensive Crime Prevention Program is maintained.

#### **IV-11.13.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director, Public Safety and Security.

Exercises direct and indirect supervision over campus security personnel.

#### **IV-11.13.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Manage the Traffic Section.

Provide direct supervision of shift leaders and shift operational support personnel.

Plan, organize, direct, develop and coordinate a comprehensive Crime Prevention Program.

Develop and maintain accountability procedures for lost/found or acquired property or evidence.

In the absence of the Director, Public Safety and Security, assume his/her duties.

Ensure, security personnel are properly equipped and trained and duties are performed in accordance with Standard Operating Procedures.

Coordinate the openings and closings of all college facilities.

Coordinate special parking requests and provide sufficient personnel to handle the requirements.

Coordinate requirements for traffic flow and parking in support of college ceremonies/activities.

Provide information and assistance to students, staff, faculty and visitors.

Review complaints and recommend corrective action as necessary.

Assist with identifying safety hazards and meeting OSHA safety standards; conduct fire prevention inspections of campus facilities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Operations Officer (Captain)** (Continued)

Assist in conducting security surveys of facilities and parking lots to include lighting standards for adequate protection.

Conduct anti-robbery training for personnel who handle FTCC funds.

Assist in making sure proper documentation is completed for all incidents and accidents and it is forwarded to the appropriate department or agency for action.

Identify supply and equipment needs to the Director, Public Safety and Security.

Perform other duties as assigned.

IV-11.13.4      QUALIFICATIONS

IV-11.13.4.1      Knowledge of:

Organizational and management practices as applied to the analyses and evaluations of programs, policies and operational needs, principles, practices, methods, procedures and standards of law enforcement, security and public safety. Applicable laws, ordinances and college policies, procedures and regulations.

Principles and practices of organization, administration, supervision, training and personnel management.

Safety and security technologies, systems and procedures.

Emergency action procedures.

IV-11.13.4.2      Ability to:

Plan, supervise, schedule and coordinate campus safety and security services in the absence of the Director, Public Safety and Security.

Interpret, apply and enforce applicable laws, ordinances, regulations and policies.

Conduct security inquiries and accurately document findings.

Establish and maintain effective working relations with those contacted in the course of assigned duties.

Communicate effectively, orally and in writing.

Supervise, train and evaluate security personnel.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Operations Officer (Captain)** (Continued)

IV-11.13.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of law enforcement, security, or related experience, or equivalent.

Training:

An Associate Degree from an accredited college or technical institute in criminal justice, law enforcement, or related field; or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Possession of, or ability to obtain an appropriate valid North Carolina driver's license.

## **IV-11.14 Security Shift Leader (Lieutenant)**

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### **IV-11.14.1 DEFINITION**

To assist the Director, Public Safety and Security in the implementation of campus public safety and security programs and to perform a variety of tasks relative to the programs; to supervise assigned personnel.

### **IV-11.14.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Security Operations Officer (Captain).

May exercise direct and indirect supervision over other security personnel as directed by the Security Operations Officer or the Director, Public Safety and Security.

### **IV-11.14.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Supervise assigned Security personnel as directed.

Patrol the campus by foot, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.

Control and issue parking decals.

Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Operations Officer or the Director, Public Safety and Security.

Monitor Emergency Call boxes and respond to the call.

Maintain security vehicles in a clean safe condition.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Shift Leader (Lieutenant) (Continued)**

Provide crowd control at special events.

Operate the Patrol Scan System.

Provide escort services for personnel and funds.

Provide directions and answers to questions from staff/faculty/students/visitors.

Maintain various types of logs.

Install parking boot on vehicles when directed.

Turn on/off campus lights and equipment as directed.

Provide special surveillance as directed.

Conduct briefings and training as required.

Support various crime prevention programs.

Supervise assigned Security personnel as directed.

Take charge of a security shift in the absence of the Shift Leader.

Perform other duties as assigned.

IV-11.14.4      QUALIFICATIONS

IV-11.14.4.1    Knowledge of:

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.

Applicable laws, ordinances, college policies, procedures, and regulations.

IV-11.14.4.2    Ability to:

Interpret, apply and enforce applicable laws, ordinances, regulations and policies.

Conduct security inquiries and accurately document findings.

Communicate effectively, orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Shift Leader (Lieutenant) (Continued)**

IV-11.14.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of law enforcement, security or related experience.

Training:

An Associate degree from an accredited college or technical institute in criminal justice, law enforcement, or related field, or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Possession of, or ability to obtain an appropriate valid North Carolina driver's license.

## ***IV-11.15 Security Shift Supervisor (Sergeant)***

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### IV-11.15.1 DEFINITION

To assist the Director, Public Safety and Security in the implementation of campus public safety and security programs and to perform a variety of tasks relative to the programs; to supervise assigned personnel.

### IV-11.15.2 SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Security Shift Leader (Lieutenant).

May exercise direct and indirect supervision over other security personnel as directed by the Shift Leader, the Operations Officer, or the Director, Public Safety and Security.

### IV-11.15.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Supervise assigned Security personnel as directed.

Patrol the campus by foot, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to the school nurse and responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.

Control and issue parking decals.

Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Operations Officer or the Director, Public Safety and Security.

Operate Emergency Call boxes and respond to the call.

Maintain security vehicles in a clean safe condition.

Provide crowd control at special events.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Shift Supervisor (Sergeant) (Continued)**

Operate the Patrol Scan System.

Provide escort services for personnel and funds.

Provide directions and answers to questions from staff/faculty/students/visitors.

Maintain various types of logs.

Install parking boot on vehicles when directed.

Turn on/off campus lights and equipment as directed.

Provide special surveillance as directed.

Conduct briefings.

Support various crime prevention programs.

Supervise assigned Security personnel as directed.

Take charge of a security shift in the absence of the Shift Leader.

Perform other duties as assigned.

IV-11.15.4      QUALIFICATIONS

IV-11.15.4.1    Knowledge of:

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.

Applicable laws, ordinances, college policies, procedures, and regulations.

IV-11.15.4.2    Ability to:

Interpret, apply and enforce applicable laws, ordinances, regulations and policies.

Establish and maintain effective working relationships with those contacted in the course of work.

Conduct security inquiries and accurately document findings.

Communicate effectively, orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Shift Supervisor (Sergeant) (Continued)**

IV-11.15.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of law enforcement, security or related experience.

Training:

An Associate degree from an accredited college or technical institute, in criminal justice, law enforcement, or related field, or equivalent. A graduate of the Basic Security Officers Training or Basic Law Enforcement Training is preferred. Possession of, or ability to obtain an appropriate valid North Carolina drivers license.

## ***IV-11.16 Web Master***

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### IV-11.16.1 DEFINITION

Supervises the development and maintenance of the College's web presence; provides technical expertise and administrative assistance for the College's delivery of online instruction; programs, implements, and maintains a variety of application programs related to instructional services; and provides complex technical support to the Associate Vice President for Learning Technologies.

### IV-11.16.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Associate Vice President for Learning Technologies.

Exercises direct support over staff as assigned and provides technical and functional supervision for the College's web presence.

### IV-11.16.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Supervise the development and maintenance of the College's web presence.

Serve as courseware administrator for the College's online delivery of instruction.

Provide technical assistance to faculty and support staff for the online delivery of instruction.

Operate computer systems to produce a variety of reports and summary data; update and maintain data files; operate associate peripheral equipment.

Develop, program, and maintain applications software and databases utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing computer applications software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

Utilize telecommunications and terminal emulation software to interface local systems with College systems; upload and download data files and programs.

Develop, coordinate and participate in a variety of special research and administrative projects.

Compile and analyze data and prepare related recommendations and reports.

Assist with technical support on Programs of Study and Local Common Course Library databases.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Web Master** (Continued)

Process purchase requisitions and orders for computer equipment, software, and supplies.

Perform other duties related to the Instructional Services function of FTCC as needed or as assigned.

IV-11.16.4      QUALIFICATIONS

IV-11.16.4.1    Knowledge of:

Principles of supervision

Operation of the Internet and Web Page design principles

Principles of small computer systems and program design

Records storage and handling techniques

Principles of database technology

Modern office operations, methods, procedures, and equipment

Higher education data reporting systems, federal reporting requirements, and state reporting requirements

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs

Sources, uses, and types of planning data applicable to institutions of higher education

Priorities, goals, and objectives of the College

Educational objective-setting and program evaluation

Basic statistics and data collection and reporting methods and procedures

IV-11.16.4.2    Ability to:

Analyze data and develop logical solutions to problems.

Design and program complex statistical and data management application programs for computers.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Web Master** (Continued)

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-11.16.4.3 Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of computer web programming or computer applications software experience is required, preferably in an educational setting. Experience in systems analysis and knowledge of a variety of software applications is desirable.

Training:

An Associate degree from an accredited college in computer science or a related field; or equivalent.

*EDUCATIONAL*



## ***IV-12.1 Child Care Teacher Assistant (Early Childhood Education Center)***

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### IV-12.1.1 DEFINITION

Serves as Child Care Assistant in the Children's Center. Assists classroom teachers in working with children age's 6 weeks to 5 years. Works closely with all Center staff members, FTCC faculty members, and the Director.

### IV-12.1.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Child Care Teacher and Director.

Exercises direction of children and limited direction of work-study students and volunteers.

### IV-12.1.3 ESSENTIAL DUTIES - Duties may include but are not limited to, the following:

Assist teachers with classroom duties; carry out teacher's activity plans.

Maintain a safe, healthy and attractive learning environment both inside and outside.

Substitute as required in the absence of other staff members.

Model developmentally appropriate teaching techniques.

Provide opportunities and support for children to develop self-discipline.

Relate instructions or observations concerning children to the teachers.

Attend staff and parent meetings.

Participate in professional development activities.

Serve as a resource to other staff.

Use materials and equipment creatively. Construct equipment, including toys and games, when appropriate.

When appropriate, assemble new supplies and equipment as needed.

Request assistance from the Early Childhood Associate faculty as needed.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Child Care Teacher Assistant** (Early Childhood Education Center ) (Continued)

IV-12.1.4      QUALIFICATIONS

IV-12.1.4.1      Knowledge of:

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.

Developmentally Appropriate Practices for children.

Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned area of responsibility.

IV-12.1.4.2      Ability to:

Enjoy living and working with children.

Relate to adults on all levels of the socioeconomic structure of the community and of differing races and religions.

Apply basic knowledge of child development.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Be alert, energetic, and agile (to perform the job as teacher of young children).

Respond to emergencies calmly.

Work well without supervision, speak distinctly, serve as model for children, and apply child development principles to daily interactions with children.

Interact effectively with children, parents, students, staff, and the general public.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Child Care Teacher Assistant** (Early Childhood Education Center) (Continued)

IV-12.1.4.3      Experience and Training Guidelines

High School diploma and a minimum of the NC Child Care Credential. Two years experience in a preschool setting preferred. Satisfactory criminal records check, current medical examination, and Health card as required by law.

Minimum: Early Childhood Education Credential and one year experience in a child care setting.

Preferred: Certificate or Diploma in Early Childhood Education and two years experience in a child care setting.

## ***IV-12.2 Child Care Lead Teacher (Early Childhood Education Center)***

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### **IV-12.2.1 DEFINITION**

Serves as Lead Child Care Teacher in the Children's Center. Is responsible for the planning and execution of an educational program with a group of children. Works directly with the children and their parents. Is responsible for a wide variety of activities that range from planning daily learning activities to managing lunch and toileting and serving as a resource for the Child Care Teachers in an educational wing of the Center. Represents staff of a particular age group in Team meetings. Assists in guiding curriculum students assigned to her/his group. Works closely with other Center staff members, campus faculty members, and the Director.

### **IV-12.2.2 SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from Director.

Supervises teacher assistants and exercise technical direction for work-study students and volunteers.

### **IV-12.2.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Maintain accurate records of attendance, student participation and equipment accountability.

Attend Center staff meetings, parent meetings, and training sessions as required.

Maintain confidential file on each child's current developmental progress that includes regular informal observations, assessment results, samples of children's work and information shared by parents.

Share information and involve parents in the care and education of their children.

Request additional replacement supplies and equipment as needed.

Assist in regular inventory and maintenance checks of classroom and playground equipment. Report maintenance needs to Director.

When appropriate, assemble new supplies and equipment as needed.

Exercise technical direction for student volunteers, work-study students, part-time employees, substitutes, and other adults in the classroom.

Cooperate with appropriate resource people in meeting special needs of children.

Maintain a safe, healthy and attractive learning environment both inside and outside.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Child Care Lead Teacher (Early Childhood Education Center) (Continued)**

Report suspected child abuse and neglect as required by law.

Participate in recommended staff development activities.

When scheduled, open Center at appropriate time and/or close the Center. Secure building on day assigned. Remain at the Center until all children are picked up by parents.

Model developmentally appropriate teaching techniques consistent with classroom training.

Supervise and evaluate curriculum students assigned to her/his group. Provide appropriate guidance to students as they plan and execute activities.

IV-12.2.4      QUALIFICATIONS

IV-12.2.4.1      Knowledge of:

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.

Developmentally Appropriate Practices for children.

Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned area of responsibility.

IV-12.2.4.2      Ability to:

Enjoy living and working with children.

Relate to adults on all levels of the socio-economic structure of the community and of differing races and religions.

Speak distinctly and serve as a satisfactory language model for children.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Child Care Lead Teacher (Early Childhood Education Center)** (Continued)

Be alert, energetic, and agile (to perform the job as teacher of young children.)

Work well without supervision.

Respond to emergencies calmly, speak distinctly, serve as a model for children, and apply child development principles to daily interactions with children.

Ability to communicate clearly and to represent differing opinions objectively.

IV-12.2.4.3      Experience and Training Guidelines

Minimum Requirement: A Associate's degree in Early Childhood Education and one year experience working in a childcare setting. Satisfactory background/criminal records check, current medical examination, and completion of CPR and First Aid, Playground Safety and IT's SIDS of training upon employment. Candidates should be able to communicate effectively, both orally and in writing.

Preferred: A Bachelor's degree in Early Childhood Education, Child Development or Birth through Kindergarten and one year experience in a preschool or child care setting. Knowledge of teaching techniques of child guidance, discipline, along with developmentally appropriate practice.

### **IV-12.3      *Child Care Teacher (Early Childhood Education Center)***

#### **IV-12.3.1      DEFINITION**

Serves as Child Care Teacher in the Children's Center. Is responsible for the planning and execution of an educational program with a group of children. Works directly with the children and their parents. Is responsible for a wide variety of activities that range from planning daily learning activities to managing lunch and toileting. Assists in guiding curriculum students assigned to her/his group. Works closely with other Center staff members, campus faculty members, and the Director.

#### **IV-12.3.2      SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from Director.

Supervises teacher assistants and exercise technical direction for work-study students and volunteers.

#### **IV-12.3.3      ESSENTIAL DUTIES** - Duties may include but are not limited to, the following:

Maintain accurate records of attendance, student participation and equipment accountability.

Attend Center staff meetings, parent meetings, and training sessions as required.

Maintain confidential file on each child's current developmental progress that includes regular informal observations, assessment results, samples of children's work and information shared by parents.

Share information and involve parents in the care and education of their children.

Request additional replacement supplies and equipment as needed.

Assist in regular inventory and maintenance checks of classroom and playground equipment. Report maintenance needs to Director.

When appropriate, assemble new supplies and equipment as needed.

Exercise technical direction for student volunteers, work-study students, part-time employees, substitutes, and other adults in the classroom.

Cooperate with appropriate resource people in meeting special needs of children.

Maintain a safe, healthy and attractive learning environment both inside and outside.

Report suspected child abuse and neglect as required by law.

Participate in recommended staff-development activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Child Care Teacher (Early Childhood Education Center)** (Continued)

When scheduled, open Center at appropriate time and/or close the Center. Secure building on day assigned. Remain at the Center until all children are picked up by parents.

Model developmentally appropriate teaching techniques consistent with classroom training.

Supervise and evaluate curriculum students assigned to her/his group. Provide appropriate guidance to students as they plan and execute activities.

IV-12.3.4      QUALIFICATIONS

IV-12.3.4.1      Knowledge of:

Curriculum and subject matter related to child development.

Methods and techniques of child guidance and discipline.

Developmentally Appropriate Practices for children.

Center procedures and practices as regulated by the NC Division of Child Development.

Specific knowledge as may be required by the assigned area of responsibility.

IV-12.3.4.2      Ability to:

Enjoy living and working with children.

Relate to adults on all levels of the socio-economic structure of the community and of differing races and religions.

Speak distinctly and serve as a satisfactory language model for children.

Remain calm and use sound judgment in an emergency.

Work well without close supervision.

Interact effectively with children, parents, staff, students, and the general public.

Exhibit personal qualities of patience, cheerfulness, optimism, flexibility, cooperation, and reliability.

Be alert, energetic, and agile (to perform the job as teacher of young children.)

Work well without supervision.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Child Care Teacher (Early Childhood Education Center)** (Continued)

Respond to emergencies calmly, speak distinctly, serve as a model for children, and apply child development principles to daily interactions with children.

Interact effectively with children, parents, students, staff, and the general public.

IV-12.3.4.3      Experience and Training Guidelines

Minimum Requirement: An Associate's degree in Early Childhood Education and one year experience working in a childcare setting. Satisfactory background/criminal records check, current medical examination, and completion of CPR and First Aid, Playground Safety and IT's SIDS of training upon employment. Candidates should be able to communicate effectively, both orally and in writing.

Preferred: A Bachelor's degree in Early Childhood Education, Child Development or Birth through Kindergarten and one year experience in a preschool or child care setting. Knowledge of teaching techniques of child guidance, discipline, along with developmentally appropriate practice.



## ***IV-12.4 Department Chair***

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### IV-12.4.1 DEFINITION

To plan, organize, and coordinate the activities of an assigned curriculum department and to provide highly responsible academic and administrative support to the assigned Division Chair and/or Academic Dean.

### IV-12.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned Division Chair and/or Academic Dean.

### IV-12.4.3 ESSENTIAL DUTIES - Duties may include but are not limited to, the following:

Participate in the development, planning, and implementation of goals and objectives related to assigned curriculum department.

Perform overall coordination duties for the department, including coordination of curriculum development and review activities.

Assist the Division Chair and/or Academic Dean in the marketing of assigned curriculum; provide input on marketing materials and literature for distribution to potential students; make presentations to schools, organizations and other contacts.

Coordinate the program advisory committee for the department and ensure subordinate program coordinators are also effectively managing their advisory committees.

Coordinate with faculty and staff to discuss and possibly implement procedures and suggestions by the Program Advisory Board Membership for progressive improvements.

Provide input to the Division Chair and/or Academic Dean on program budget needs to include part-time salaries, supplies, equipment, travel and other costs.

Monitor all expenditures for cost effectiveness and efficiency of departmental operations.

Develop, review, and recommend new or modified course outlines, supplies, materials and textbooks; maintain currency of instructional techniques and methods.

Provide to the Division Chair and/or Academic Dean proposed revisions and updates of course outlines and syllabi for approval/retention.

Assist the Division Chair and/or Academic Dean with the identification and recruitment of potential faculty and lab technicians for the curriculum; participate in interview selection committees; provide initial departmental orientation and training to new hires.

Assist the Division Chair and/or Academic Dean with the scheduling and staffing for all classes in the department, including monitoring classes for effectiveness and efficiency of operations.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Department Chair** (Continued)

Provide written input to the Division Chair and/or Academic Dean on the evaluation of faculty, staff and lab technicians assigned within the department.

Recommend to the Division Chair and/or Academic Dean courses that could be offered via distance learning techniques, including eArmyu, and coordinate with faculty members to teach the new courses; coordinate with faculty for enrollment into DOC training; coordinate for development of Attachment E document on new courses to be offered and submit to the Division Chair and/or Academic Dean.

Coordinate and assist in the maintenance and security of equipment, as appropriate.

Submit a Personal and Professional Development Plan to the Division Chair and/or Academic Dean on an annual basis and ensure faculty assigned to the department also provide a well-thought out plan.

Maintain departmental activities within SACS criterion on a daily basis.

Participate in student advisement and registration processes.

Make appropriate recommendations to the Division Chair and/or Academic Dean on student graduation readiness.

Resolve complaints or problems among faculty, staff and students within the department and advise Division Chair and/or Academic Dean of potential escalation of problems, as appropriate.

Verify accuracy and timely submission of 10% rosters and final grade rosters for faculty members assigned to the department.

Comply with the instructional responsibilities, as explained in the job description for instructional faculty.

Perform other duties as assigned for curriculum department as a part of the administrative responsibilities for teaching faculty.

#### IV-12.4.4      QUALIFICATIONS

##### IV-12.4.4.1      Knowledge of:

Principles and practices of organization and management.

Principles of curriculum design, including a basic understanding of the NCCCS Website and its various links.

Principles of instructional methodologies and pedagogy.

Specific curriculum and subject matter related to the assigned departmental activities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Department Chair** (Continued)

IV-12.4.4.2     Ability to:

Gain cooperation through discussion and consensus-building process.

Communicate effectively, both orally and in written form.

Interpret and apply College policies, procedures, rules and regulations.

Train and develop faculty in matters relating to effective teaching techniques and classroom management tactics.

Analyze curriculum design for coherence and effectiveness.

IV-12.4.4.3     Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum department and overall program area.

## ***IV-12.5 Division Chairperson***

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### IV-12.5.1 DEFINITION

To plan, organize and direct the instructional, curriculum, and administrative activities of the division; to ensure that the curriculum programs comply with College and NCCCS standards, policies, and procedures; to review performance data and recommend corrective actions to improve low-performing programs; and to provide highly responsible staff assistance to the appropriate Academic Dean.

### IV-12.5.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the appropriate Academic Dean.

Provides direct supervision to Department Chairs/Curriculum Program Coordinator(s) and to part-time and full-time faculty and instructional support staff in the curriculum program(s) and/or instructional areas assigned to the division.

### IV-12.5.3 ESSENTIAL DUTIES - Duties may include but are not limited to, the following:

Evaluate curriculum programs regularly to ensure compliance with NCCCS curriculum standards and with College policies and procedures.

Ensure currency, appropriateness, and effectiveness of curriculum programs in meeting the needs of employers in Cumberland County.

Coordinate the revision of instructional materials and curriculum programs to maintain up-to-date, state-of-the-art training programs.

Recruit and recommend personnel staffing within the division to the appropriate Academic Dean.

Make recommendations for equipment and supplies for the division.

Be responsible for security and inventory of division supplies and equipment.

Maintain quality of instruction in division.

File with the Curriculum Data Management Technician outlines of all courses offered by the division.

Arrange and preside at meetings of the division.

Carry out instructional responsibilities as explained in the job description for instructional faculty.

Develop a proposed division budget to be submitted to the appropriate Academic Dean. The budget will include part-time salaries, supplies, equipment, travel and other costs.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Division Chairperson** (Continued)

Submit to the Academic Dean a list of courses to be offered each term for publication in the Master Schedule.

Participate in the marketing of assigned curricula, provide input on marketing materials and literature for distribution to potential students, make presentations to schools, organizations and contacts. Schedule and facilitate annual Advisory Committee meetings.

Coordinate the selection of textbooks, supplies, and related material for courses in his/her division and furnish such information to the appropriate offices.

Coordinate the annual review and updating of all course outlines and syllabi in the curriculum program(s) and/or instructional area(s).

Coordinate the distance education offerings in the curriculum program(s) and/or instructional area(s).

Where appropriate, coordinate with Student Services to support student activities related to the curriculum to include student clubs and other student activities.

Coordinate the assignment of faculty advisors through the Academic Dean.

Perform annual evaluations of Department Chairs, Curriculum Program Coordinator(s), faculty members, and lab technicians. Submit evaluations to the appropriate Academic Dean.

Submit a Personal and Professional Development Plan to the appropriate Academic Dean annually.

Coordinate the timely and accurate submission of Program Review and follow up as necessary.

Review performance data for programs and/or instructional areas and present findings to the Academic Dean; develop recommendations for improving performance, and monitor implementation of approved improvement strategies.

Perform other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

IV-12.5.4      QUALIFICATIONS

IV-12.5.4.1      Knowledge of:

Principles and practices of organization, administration and personnel management.

Techniques of budget development.

Principles of supervision, training, and performance evaluation.

Principles of instructional methodology and pedagogy.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Division Chairperson** (Continued)

Principles of curriculum development and evaluation.

Procedures and policies related to curriculum administration.

IV-12.5.4.2     Ability to:

Gain cooperation through discussion and consensus-building processes.

Supervise and evaluate academic and administrative staff.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College academic and administrative affairs as related to the assigned areas of responsibility.

Communicate clearly and concisely, both orally and in writing.

IV-12.5.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines would be determined by the requirements of the assigned curriculum.

## ***IV-12.6 Faculty (Continuing Education)***

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### IV-12.6.1 DEFINITION

To provide quality instruction to students; to maintain awareness of the role of Continuing Education in the overall College mission; to understand services available to students; to develop business and industry linkages; and to participate in in-service development opportunities.

### IV-12.6.2 SUPERVISION RECEIVED AND EXERCISED

Responsible to the Associate Vice President for Continuing Education through the Program Director.

Under the supervision of the Program Director or Coordinator.

### IV-12.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Teach all courses according to the approved course outline.

Maintain accurate scholastic and membership records of students enrolled in classes and therefrom, submit reports to Program Coordinator/Program Director.

Present to the Program Director or Coordinator recommendations to improve the instructional program being taught, including revision or updating of course outlines.

Recommend to the Program Director or Coordinator textbook changes.

Recommend to the Program Director or Coordinator the type and quality of equipment needed for instructional purposes.

Maintain proper work hours, including established office, lab, shop, and classroom hours.

Submit a Personal and Professional Development Plan to the Program Director annually.

Serve upon request as faculty advisor to students.

During registration, perform duties assigned.

Fulfill assignment to faculty committees.

Attend all scheduled faculty meetings.

Attend graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Faculty (Continuing Education)** (Continued)

Other duties as assigned for special programs or projects as a part of the administrative responsibilities for teaching faculty.

IV-12.6.4      QUALIFICATIONS

IV-12.6.4.1      Knowledge of:

Subject matter related to the assigned area of responsibility.

Methods and techniques of student counseling.

Methods and techniques of curriculum/Continuing Education development and evaluation.

Methods and techniques of instructional delivery.

College procedures and practices.

Specific knowledge as may be required by the assigned area of responsibility.

IV-12.6.4.2      Ability to:

Prepare, analyze and implement instructional program recommendations.

Gain cooperation through discussion and persuasion.

Communicate effectively, both orally and in writing.

Specific abilities as may be required by the assigned area of responsibility.

IV-12.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Specific guidelines, including regulatory and licensing requirements, would be determined by the requirements of the assigned area of responsibility.

Note: Any instructor desiring to discuss his/her responsibilities or decisions of the Program Coordinator may feel free to contact the Program Director, Associate Vice President for Continuing Education, Vice President for Academic and Student Services, and President, in that order.



## ***IV-12.7 Faculty (Curriculum Programs)***

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### **IV-12.7.1 DEFINITION**

To provide quality instruction to students; to provide services for student success; to pursue and maintain current awareness of the College's growth and expansion; and to engage in professional development.

### **IV-12.7.2 SUPERVISION RECEIVED AND EXERCISED**

Responsible to the Associate Vice President for Curriculum Programs through the Program Area Deans and Division Chairs.  
Receives direct supervision from the Department Chairperson or Program Coordinator

### **IV-12.7.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

The incumbent in this job is expected to assist the College in achieving its mission and purpose. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

#### **Mastery of Subject Matter:**

Demonstrate a thorough, accurate, evidence-based and up-to-date knowledge of the assigned field or discipline.

Display the ability to interpret and evaluate the theories of the assigned field or discipline.

Connect the assigned subject matter with related fields.

Demonstrate competency in laboratory and clinical areas, as appropriate.

#### **Teaching Performance:**

Teach all courses according to the published curriculum with an assigned course load to meet the College guidelines, goals and objectives.

Prepare, distribute, and submit syllabi and approved course outlines for all assigned sections in accordance with program and division policies.

Plan, organize and facilitate learning strategies to communicate subject matter for maximization of student learning.

Modify, where appropriate, instructional methods and strategies to improve student retention, meet diverse student needs and make referrals for students needing additional assistance.

Recommend to the Department Chairperson or Program Coordinator improvements to the instructional program including, but not limited to curriculum, textbooks, instructional techniques, modes of delivery, equipment, hardware, software and facilities.

Maintain currency and incorporate new instructional techniques and technologies into the face-to-face and/or virtual classrooms.

Periodically evaluate and develop new courses. Revise and update existing courses for relevancy and currency consistent with the role and mission of the college.

Maintain face-to-face and/or virtual classroom environments conducive to student learning, engagement and retention.

#### **Mastery of Instructional Technology:**

Use current technologies to enhance teaching and student learning.

Demonstrate knowledge of and skill in completing basic computer operations.

Develop and maintain an electronic learning site for all assigned courses through the current learning content management system (LCMS), Blackboard.

Ensure all assigned online courses are in compliance with FTCC's Online Standards Handbook.

Employ search engines and other electronic resources to locate new, relevant, current and verified information, activities and resources.

Provide online study guides or other support materials for assigned courses.

Use and explain to students how to locate and use reference materials available via electronic means through online databases, as appropriate.

#### **Evaluation of Student Learning:**

Organize course and subject matter to acquaint all students with course requirements including learning outcomes and methods of measurement and evaluation.

Maintain accurate scholastic and membership records of students enrolled in classes and prepare and submit reports as required.

Use evaluation tools and methods appropriate to the domain of learning being evaluated.

Evaluate student performance fairly and consistently and return student work promptly to maximize student learning.

Demonstrate sensitivity to student needs and circumstances.

#### **Support of College Policies and Procedures:**

Maintain confidentiality of student information per the college and FERPA guidelines.

Maintain currency in the assigned subject matter through involvement in professional organizations and attending or facilitating professional meetings, conference or workshops, on-campus and off-campus.

Submit a Personal and Professional Development Plan to the Department Chairperson or Program Coordinator, annually, demonstrating acceptance of responsibility for professional and personal growth.

Substitute for other instructors within the field or discipline in case of an absence.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### Faculty (Curriculum Programs) (Continued)

Teach classes, as assigned, in a multi-campus, online or face-to-face environment.

Conduct and report periodic inspections of 1) classrooms, labs, and offices for health and safety issues, 2) ensure compliance with lockout/tagout procedures for all machinery or equipment used in classrooms, labs or offices, and 3) (for lab instructors) all hazardous materials and compliance with FTCC procedures for labeling and disposal of hazardous waste materials.

Actively engage in the development and implementation of program review, assessment, strategic planning, curriculum/program improvement, recruitment and retention efforts.

Adhere to current requirements and submit documentation, as needed, for licensure, certification, registration, health requirements and/or other validation requirements, as appropriate.

Maintain historical files of e-mail correspondence per the Records Retention Schedule.

Exercise stewardship of college facilities, supplies and equipment.

Operate with integrity in all matters.

#### **Participation in College, Division, and Program Activities:**

Serve as faculty advisor to students.

. Post and maintain regular office hours to ensure accessibility for advisement and consultation with colleagues and day, evening, weekend and online students.

. Establish and maintain regular contact with advisees to provide the advice and encouragement to keep the students focused on their educational goals.

. Perform registration duties, as assigned.

Attend and participate in all scheduled faculty, committee, and college-wide meetings, including graduation ceremonies.

Uphold the dignity of the profession by appropriate dress, behavior, maintenance of office and classroom environments, and communications.

Demonstrate strong interpersonal skills in communication with students, colleagues, staff and administrators as an individual or team member.

#### **Contribution to the Growth and Enhancement of College Mission and Programs:**

Sponsor student organizations, as appropriate and assigned, and participate in student-based activities.

Foster and sustain collegial relations with colleagues, college representatives, the local, community and professional organizations.

Perform other duties, as assigned.

*The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above.*

#### **IV-12.7.4**

#### **QUALIFICATIONS**

##### **IV-12.7.4.1**      **Knowledge of:**

Curriculum, subject matter and equipment/technology related to the assigned area of responsibility.

Methods and techniques of student advising.

Methods and techniques of curriculum development and evaluation.

College procedures and practices, including related federal and state laws.

Specific knowledge of accreditations and licensure as may be required by the assigned area of responsibility.

Electronic course delivery methods and instructional techniques.

Quantitative and qualitative measures to assess student learning outcomes.

Student retention and engagement strategies.

##### **IV-12.7.4.2**      **Ability to:**

Prepare, analyze and implement instructional program recommendations.

Gain cooperation through discussion and persuasion.

Communicate effectively, both orally and in writing.

Demonstrate flexibility and willingness to change; open-mindedness, fairness and the ability to see multiple perspectives; a willingness to take risks, and willingness to accept responsibility for professional and personal growth.

Deliver instruction face-to-face and online to enhance student success.

Engage and retain students through instructional activities that address diverse learning styles and a variety of instructional techniques.

Specific abilities as may be required by the assigned area of responsibility.

##### **IV-12.7.4.3**      **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities may be qualifying. Specific guidelines, including appropriate credentials and regulatory and licensing requirements, will be determined by the requirements of the assigned area of responsibility.

## ***IV-12.8 Success Center Facilitator/Instructor***

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### IV-12.8.1      DEFINITION

To provide quality supplemental instruction to students; to pursue and maintain current awareness of the College's growth, expansion, services available to students, and in-service professional development opportunities.

### IV-12.8.2      SUPERVISION RECEIVED AND EXERCISED

Responsible to the Associate Vice President for Learning Technologies through the Director of Success Center.

### IV-12.8.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain accurate referral, registration, and attendance records, grade tests and evaluate student's progress.

Interview, register, instruct, and assist students.

Select materials/resources to meet the instructional and learning needs of the individual student.

Be skilled in the use of all materials and equipment in the Success Center.

Recommend to the Director of the Success Center the type and quality of material and equipment needed for instructional/tutorial purposes.

Be skilled in filing and retrieving student information electronically and through other sources.

Maintain assistance electronically with all Distant Learning students.

Be familiar with all courses offered on and off campus.

Update course information with faculty on all students referred.

Assist with registration and advisory duties as assigned.

Maintain proper, scheduled work hours.

Attend all scheduled faculty meetings.

Attend all graduation ceremonies as scheduled.

Dress appropriately to uphold the dignity of the profession and the responsibilities of the positions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Success Center Facilitator/Instructor** (Continued)

Perform other duties as assigned for special programs or projects as part of instructional and administrative responsibilities.

IV-12.8.4      QUALIFICATIONS

IV-12.8.4.1      Knowledge of:

Curriculum and subject matter of related to the assigned areas of responsibility.

College procedures and processes.

Methods and techniques of instructional delivery.

Specific knowledge as may be required by the assigned areas of responsibility.

IV-12.8.4.2      Ability to:

Communicate effectively, both orally and in writing.

Gain cooperation through discussion and persuasion.

Specific abilities as may be required by the assigned areas of responsibility.

IV-12.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Bachelor's degree from an accredited college or university in a field relating to at least one of the major areas of assigned instructional duties, plus at least one year of experience instructing in a Success Center or classroom environment.

Note: Any Success Center Facilitator/Instructor desiring to discuss his/her responsibilities or decisions of the Director of Success Center may feel free to contact the Associate Vice President for Learning Technologies, Vice President for Academic and Student Services, and President, in that order.



***STUDENT SUPPORT***

## ***IV-13.1 Admissions Evaluator***

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### IV-13.1.1      DEFINITION

To provide information and assistance to students, staff, and faculty regarding academic program requirements, admission requirements, and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education, and training.

### IV-13.1.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Counseling Services on main campus or the Director of Fort Bragg and Pope Air Force Base Operations at the Fort Bragg Center.

Exercises no supervision.

### IV-13.1.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies to determine student eligibility and standing.

Review applicant files for completeness, accuracy, previous education, and transfer of applicable credit as well as traditional, non-traditional, and life-learning experiences and take appropriate action.

Determine applicant's program eligibility through interpretation of standardized tests scores, previous education, and Servicemembers Opportunity College Operating Guidelines.

Serve as a liaison between students, staff, and faculty.

Respond to requests for information.

Refer students to counseling staff and other support services as appropriate.

Perform related duties as assigned.

### IV-13.1.4      QUALIFICATIONS

#### IV-13.1.4.1      Knowledge of:

Academic and career advising techniques, methods and procedures.

General educational systems and requirements, and academic grade and unit equivalents.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Admissions Evaluator** (Continued)

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.

IV-13.1.4.2      Ability to:

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-13.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible academic and career advising and admissions experience.

Training:

A Bachelor's degree from an accredited college or university.



## ***IV-13.2 Admissions Evaluator/Testing Administrator***

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### IV-13.2.1 DEFINITION

To provide information and assistance to students, staff, and faculty regarding academic program requirements, admission requirements, and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education, and training. To provide support to the Testing Office by assisting the administration of the ACCUPLACER.

### IV-13.2.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Counseling Services for main campus; or the Associate Vice President for Off-Campus Programs at the Spring Lake Campus.

Exercises no supervision.

### IV-13.2.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide admission support and direction to students in a variety of situations and environments.

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies to determine student eligibility and standing.

Review applicant files for completeness, accuracy, previous education, and for the transfer of applicable credit, taking action as required.

Determine applicant's program eligibility through interpretation and evaluation of standardized tests scores and previous education..

Serve as a liaison between students, staff, and faculty in an attempt to meet the needs of all groups.

Respond to requests for information.

Refer students to counseling staff and other support services as appropriate for guidance and support.

Administer North Carolina sanctioned admissions assessments (i.e., ACCUPLACER, COMPASS, etc.).

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Admissions Evaluator/Testing Administrator** (Continued)

IV-13.2.4      QUALIFICATIONS

IV-13.2.4.1      Knowledge of:

Academic and career advising techniques, methods and procedures.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards, educational program requirements and testing procedures.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.

IV-13.2.4.2      Ability to:

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-13.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Admissions Evaluator/Testing Administrator** (Continued)

Experience:

Two years of increasingly responsible academic and career advising and admissions experience.

Training:

A Bachelor's degree from an accredited college or university.

## ***IV-13.3 Counselor***

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### IV-13.3.1 DEFINITION

To provide information and assistance to students, staff and faculty regarding academic program requirements, admission requirements and related information; to assist in the program placement of student applicants for admission through the evaluation of applicant credentials, education and training; to provide personal counseling services and support to students; and to assist students in course selection to meet career goals and objectives.

### IV-13.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Counseling Services for main campus; or the Associate Vice President for Off-Campus Programs at the Spring Lake Campus; or the Director of Fort Bragg and Pope Air Force Base Operations. The AHS Counselor receives direction from the appropriate director.

Exercises no supervision.

### IV-13.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide academic, vocational, personal and social counseling support to students.

Provide support, guidance and direction to students in a variety of situations and environments depending upon assignment; assist students in adjusting to a different scholastic and social environment.

Advise students in areas of admission requirements, program requirements, admission status and the transfer of credit from other institutions.

Interpret and apply College admission standards and policies in determination of student eligibility and standing.

Audit applicant files for completeness and accuracy; contact students for more information as necessary.

Determine program applicant eligibility through the administration of standardized tests and interpretation and evaluation of test scores, previous education and assessment of applicant transfer credits; recommend admission or alternative action to requested program.

Counsel and provide advice to students regarding course selection and scheduling to ensure program requirements, as well as future goals and objectives are met.

Maintain student academic files; monitor student progress and achievements; identify academic and related problems and provide guidance and advice as warranted.

Serve as a liaison between students and faculty in an attempt to equate and meet the needs of both groups.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Counselor** (Continued)

Speak to students and other community groups to explain College services and programs.

Respond to requests for information; assist students and staff with research, information verification and problem solving.

Refer students to outside community agencies as appropriate for guidance and support; coordinate internal support services including tutorial, interpreting and note taking support.

Perform related duties as assigned.

IV-13.3.4      QUALIFICATIONS

IV-13.3.4.1      Knowledge of:

Academic, career and personal counseling techniques, methods and procedures.

Specific needs of special student populations as assigned.

General educational systems and requirements, and academic grade and unit equivalents.

Methods and procedures involved in application evaluation.

College policies and procedures regarding admission standards and educational program requirements.

Program requirements related to assigned area of responsibility.

Technical aspects of assigned educational/career field.

IV-13.3.4.2      Ability to:

Provide academic, personal and career counseling support to students in a variety of situations and environments.

Interpret and apply College policies, procedures, rules and regulations.

Determine specific needs of individual students and provide appropriate support.

Evaluate applicant test scores and previous education and training.

Determine applicable transfer credits based upon course catalog descriptions and other resource information.

Advise students regarding course work needs to meet educational program requirements and achieve individual long-term goals.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Counselor** (Continued)

Communicate clearly and concisely, both orally and in writing.

Relate to students with different cultural and social backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-13.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible academic, career and personal counseling and admissions experience.

Training:

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.

## ***IV-13.4 Counselor (Special Populations)***

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### IV-13.4.1 DEFINITION

To plan and organize intake, evaluation, and support services for the special student population at the College and to provide highly responsible academic and administrative support to the assigned supervisor and Associate Vice President for Student Services.

### IV-13.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Associate Vice President for Student Services through the Director of Counseling Services.

Exercises direct supervision over assigned clerical and paraprofessional staff.

### IV-13.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Advise and counsel students when appropriate.

Assess student standing and needs, suggest alternative courses of action. Provide information and general assistance.

Coordinate provision of special services with academic staff, Student Services, and external agencies.

Collect necessary documentation from or through the disabled student when necessary.

Evaluate need for reasonable educational accommodations and take appropriate action where deemed prudent and necessary.

Recruit paraprofessional assistance to provide special accommodations in the form of sign language interpretation, note taking, and related accommodations.

Prepare part-time contracts for interpreters and note takers, readers, and peer assistants.

Supervise staff activities including interpreters, note takers, readers, and peer assistants.

Act as liaison between external agencies, program services, faculty, and other pertinent offices at the College.

Maintain a positive relationship with students, staff, and faculty.

Serve on a variety of committees as assigned.

Serve as a resource for interpretation, development, and delivery of services to special population students.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Counselor/Special Populations** (Continued)

Maintain proper records in accordance with institutional policy, state guidelines and applicable federal regulations.

Perform other duties as assigned.

IV-13.4.4      QUALIFICATIONS

IV-13.4.4.1      Knowledge of:

Academic career and personal counseling techniques, methods and procedures.

Special needs of special student populations.

Methods and techniques of program development and evaluation.

Principles of supervision including employee training and performance evaluation.

Principles and practices of grant proposal preparation.

Methods and techniques of program marketing and publicity.

IV-13.4.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Supervise and evaluate assigned staff.

Prepare, analyze and implement appropriate recommendations related to special student populations.

Effectively market assigned program.

Interpret and apply College and grant policies, procedures, rules and regulations.

Relate to and work with students with different cultural, environmental and social backgrounds as assigned.

Maintain effective work relationships with members of the community, the student population, and College academic and administrative staff.

Communicate clearly and concisely, both orally and in writing.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Counselor/Special Populations** (Continued)

IV-13.4.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of responsible academic, career and personal counseling experience.

Training:

A Master's degree from an accredited college or university with major course work in counseling, the behavioral sciences, or a closely related field; or equivalent.

## ***IV-13.5      Family Support Services Associate***

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### IV-13.5.1          DEFINITION

To plan, organize, and coordinate the child care stipend programs of the College; to coordinate assigned activities with other divisions and departments; and to provide highly responsible staff assistance to the assigned supervisor and Associate Vice President for Student Services.

### IV-13.5.2          SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Counseling Services.

Exercises direct and indirect supervision over clerical staff.

### IV-13.5.3          ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage, coordinate and organize activities, programs and services to the child care stipend recipient student population.

Recommend goals and objectives; assist in the development of and implement policies and procedures.

Coordinate, oversee and participate in the development of the child care services program work plan; coordinate work activities, projects and programs; monitor program process flow; review and evaluate methods and procedures.

Evaluate child care stipend service operations and activities; recommend improvements and modifications; prepare various reports on operations and activities.

Coordinate and participate in the provision of counseling and support to child care stipend recipients.

Assist eligible students in securing child care assistance and other benefits.

Explain policies and procedures of College student support programs available to stipend recipients including financial aid and counseling services.

Advise eligible students regarding College preparation and entrance requirements; explain and recommend alternative strategies and programs.

Process eligible students into the program; establish appropriate level of aid; monitor student activities to ensure compliance with program requirements.

Assist with the advisement and facilitation of the Parents for Higher Education Club (PFHE).

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Family Support Services Associate** (Continued)

Represent the College at community and outside organization functions to promote the child care stipend programs.

Provide responsible staff assistance to the Associate Vice President for Student Services through the Director of Counseling Services.

Coordinate assigned responsibilities with administrative staff and funding source personnel to ensure the services provided meet College and student needs.

Perform related duties as assigned.

IV-13.5.4      QUALIFICATIONS

IV-13.5.4.1      Knowledge of:

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Methods and techniques of child care stipend program marketing.

Applicable federal, state and local regulations, specifically as such pertain to eligible students receiving state and federal funds.

Principles of effective public relations.

Principles of customer relations.

IV-13.5.4.2      Ability to:

Organize, direct and implement a comprehensive child care stipend program.

Interpret and apply applicable laws, policies, procedures, rules and regulations.

Effectively recruit eligible students for, explain and market College child care assistance programs.

Evaluate and advise students on a variety of program and personal matters.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Family Support Services Associate** (Continued)

IV-13.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible experience in providing services and support to parents of pre-school children.

Training:

A Bachelor's degree from an accredited college or university with major course work in public relations, social work, public administration, business administration or a related field; or equivalent.

## ***IV-13.6 Librarian***

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### IV-13.6.1 DEFINITION

To perform a variety of professional librarian duties in support of the activities of the Library including reference, circulation, cataloging and/or audio visual services; and to provide responsible administrative and professional support to the Director of Library Services.

### IV-13.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Library Services.

Exercises functional and technical supervision over assigned library staff.

### IV-13.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform professional library tasks in assigned service/program area including reference, circulation, cataloging, and/or audio visual services.

Provide reference, instructional and bibliographic services to students, faculty, staff and to the general public.

Assist students, faculty and staff with the location of materials utilizing in-house resources, computer searches and inter-library loan services.

Advise and assist patrons in the use of various reference sources, library resources, and research methodologies.

Oversee circulation operations.

Conduct Library tours; advise and assist Library patrons in the use of Library catalogs and other reference tools.

Prepare curriculum-oriented bibliographic guides to the library's collections; supervise and direct their production and distribution to users.

Consult with the teaching faculty regarding needed materials for classes and assignments.

Classify and catalog print and non-print materials using standard reference tools.

Review new publications and collection materials and make recommendations on materials for acquisition and/or disposition, including books, publications, reference materials and related materials.

Locate, preview and order audio visual materials; ensure audio visual inventory meets needs of faculty and administrative staff.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Librarian** (Continued)

Work with faculty in the selection of audio visual materials to ensure curriculum goals and objectives are met.

Catalog audio visual materials for easy referral.

Assist in the development and implementation of special programs and services.

Compile Library activity reports and statistics regarding assigned area of responsibility.

Direct and review the work of assigned technical and clerical library staff.

Perform related duties as assigned.

IV-13.6.4      QUALIFICATIONS

IV-13.6.4.1      Knowledge of:

Principles and practices of professional library work in area to which assigned.

Reference methods, techniques, and sources used in library work.

Library automation and retrieval systems.

Materials and services available in a College library.

IV-13.6.4.2      Ability to:

Perform professional and technical library tasks relative to assigned area of responsibility.

Assist library patrons in response to reference and related library questions.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Design and execute strategies to carry out manual and computerized information searches.

IV-13.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Librarian** (Continued)

Experience:

Two years of professional library experience.

Training:

A Master of Library Science degree from an accredited college or university; or equivalent.

## ***IV-13.7     Recruiter***

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### IV-13.7.1            DEFINITION

To participate in College programs and activities designed to recruit students for the College's academic, technical, vocational, avocational programs, and Continuing Education programs; and to provide responsible and complex administrative staff support to higher management staff.

### IV-13.7.2            SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Admissions for main campus; or the Director of Fort Bragg and Pope Air Force Base Operations.

Exercises no supervision.

### IV-13.7.3            ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recruit students for the College's academic, technical and vocational programs; develop, update and maintain outside recruitment contacts.

Identify and recruit students who are eligible for College programs; explain College programs, services, and related administrative procedures to prospective students; assist students in making applications.

Identify and follow up on recruitment opportunities; research and collect recruitment-related data regarding the potential student population; coordinate with academic staff, student organizations and alumni to involve such individuals in the recruitment function.

Represent the College weekdays, evenings, and weekends as required at community and outside organization functions including career days, special events and conferences; meet with educational administrators, counselors and teachers to exchange information and answer questions; prepare and deliver oral presentations regarding College instructional programs and services.

Advise current and potential students regarding College preparation and entrance requirements; develop, explain and recommend alternative strategies and programs.

Explain policies and procedures of College student support programs such as financial aid and student counseling services.

Initiate and coordinate recruitment activities with those of other colleges, schools, departments and outside agencies and organizations.

Confer with and provide staff assistance and advice to higher level administrative management staff; develop, prepare and present recommendations and reports as requested.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Recruiter** (Continued)

Assist in developing, planning and implementing recruitment plans and strategies.

Attend meetings, conferences and other related events which target potential students.

Act as College liaison to other educational institutions, as well as corporate and governmental organizations.

Conduct intake interviews, administer placement tests/assessments; evaluate placement tests/assessments; conduct program orientation; advise/counsel/place students based on aforesaid assessments (Basic Skills Program).

Perform related duties as assigned.

IV-13.7.4      QUALIFICATIONS

IV-13.7.4.1      Knowledge of:

Methods and techniques of educational program marketing.

Techniques of student recruitment program development and evaluation.

Methods and techniques of academic advising.

Principles of effective public relations.

IV-13.7.4.2      Ability to:

Effectively recruit students for and explain and market College academic, technical, and vocational programs.

Identify and follow-up on new recruitment and marketing strategies and contacts.

Interpret and apply College policies, procedures, rules and regulations.

Prepare, analyze and implement appropriate recommendations related to College recruitment activities.

Evaluate and advise students on a variety of academic matters.

Maintain effective work relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Use technology as found in office and classroom environments.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Recruiter** (Continued)

IV-13.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible experience in marketing and student recruitment programs.

Training:

A Bachelor's degree from an accredited college or university in public relations, business administration or a closely related field; or equivalent.

## ***IV-13.8 Registrar/Continuing Education***

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### **IV-13.8.1 DEFINITION**

To assist in the planning, organization and supervision of the College's registration and student records services; to actively participate in registration activities with faculty, staff and other College divisions and departments; and to perform a variety of technical tasks relative to registration.

### **IV-13.8.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Associate Vice President for Continuing Education.

Exercises direct supervision over assigned administrative and clerical staff.

### **IV-13.8.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Lead and participate in the registration of students for Continuing Education courses and in the maintenance of student records.

Coordinate and supervise the registration process including monitoring the registration of students, publication of class schedules, and information dissemination and verification.

Monitor operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; implement policies and procedures.

Maintain an automated registration and student records system; establish procedures; train staff in appropriate systems administration and maintenance procedures.

Interpret, apply and ensure staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Maintain documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Prepare Institutional Class Report, Data Card Report and other reports for the state.

Participate in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff as assigned; develop, prepare and present recommendations and reports as requested.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Registrar/Continuing Education** (Continued)

Perform and review the more complex registration issues including determining State resident status of enrolling students, counseling students regarding system requirement and procedures, and auditing of final class registration listings.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the selection of staff; provide or participate in staff training; work with employees to correct deficiencies; implement discipline procedures.

Design registration forms; coordinate with outside vendors.

Schedule the production and distribution of the computer output for the registration and records unit.

Perform related duties as assigned.

IV-13.8.4      QUALIFICATIONS

IV-13.8.4.1      Knowledge of:

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and performance evaluation.

IV-13.8.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Train, supervise, and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Registrar/Continuing Education** (Continued)

Compile and maintain accurate and complete records and reports.

IV-13.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of related experience.

Training:

A Bachelor's degree from an accredited college or university in business administration, records management or a closely related field; or equivalent.

## ***IV-13.9 Registrar/Curriculum***

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### IV-13.9.1 DEFINITION

To plan, organize and supervise the College's registration and student records services; to coordinate assigned activities with faculty, staff and other College divisions and departments; and to perform a variety of professional and technical tasks relative to registration and student records management.

### IV-13.9.2 SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Vice President for Student Services.

Exercises direct supervision over assigned administrative and clerical staff.

### IV-13.9.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved in registration and records activities.

Coordinate and supervise the registration process including monitoring the registration of students, publication of class schedules, and information dissemination and verification.

Evaluate operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; implement policies and procedures.

Implement and maintain an automated registration and student records system; establish procedures; train staff in appropriate systems administration and maintenance procedures.

Interpret, apply and ensure staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Develop and maintain training and procedural documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Participate in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff; develop, prepare and present recommendations and reports as requested.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Registrar/Curriculum** (Continued)

Perform and directly review the more complex registration issues including determining State resident status of enrolling students, counseling students regarding system requirements and procedures, and auditing of final class registration listings.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Design registration forms; coordinate production with outside vendors.

Schedule the production and distribution of the computer output for the registration and records unit.

Perform related duties as assigned.

IV-13.9.4      QUALIFICATIONS

IV-13.9.4.1      Knowledge of:

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and performance evaluation.

IV-13.9.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Train, supervise and evaluate assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Registrar/Curriculum** (Continued)

Compile and maintain accurate and complete records and reports.

IV-13.9.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience involving student registration and records activities including at least one year of supervisory responsibility.

Training:

A Bachelor's degree from an accredited college or university in business administration, records management or a closely related field; or equivalent.



***TECHNICIANS***



## ***IV-14.1    Accounts Technician***

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### IV-14.1.1        DEFINITION

To perform responsible accounting clerical work involving the preparation, maintenance and processing of accounting records and financial transactions within an area of the College's central accounting system including either receipts, accounts receivable, accounts payable, financial aid or purchasing.

This is the full journey level class within the Accounts Technician series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Accounts Technician in that the latter is responsible for performing the more technical aspects of the job, preparing detailed accounting records and/or providing lead supervision over an assigned work unit.

### IV-14.1.2        SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management staff. May receive technical or functional supervision from higher level accounting technical staff.

Exercises no supervision.

### IV-14.1.3        ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Sort receipts, balance and receipt monies on line to the general ledger.

Assume the full range of general cashiering functions as assigned; including preparing bank deposits.

Audit cash receipts and disbursements for specified accounts; balance and identify misuses.

Collect and process all returned checks including maintaining appropriate records of actions, letter writing and phone contact to resolve issues, skip tracing and preparing paper work for legal action; coordinate unresolved issues with designated collection agency.

Prepare and maintain accounts receivable and/or accounts payable records for assigned programs and activities; maintain NSF listing of bad checks/charges/write-offs as appropriate.

Code and enter information into the computer, run, reconcile and balance reports.

Process accounts receivable; review, verify and analyze account information, payments and promissory notes. Participate in the researching of complex problems and discrepancies in students payment records.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician** (Continued)

Interpret and explain College policies and procedures relating to registration and student refunds to students and College personnel.

Process account adjustments and refunds for both curriculum and non-curriculum classes; calculate appropriate adjustments; issue refunds according to established guidelines.

Respond to requests and inquiries from faculty, administrative staff and students regarding account dispositions; explain College policies and procedures related to assigned accounts; solve related problems and difficulties.

Process government payment billings, balance accounts and reconcile discrepancies as necessary with students, College personnel, and third parties.

Review past due accounts and process files according to established procedure, including preparing delinquent notices and submitting files to collection agencies.

Correspond and confer with students to resolve fee payment discrepancies and to establish payment schedules.

Explain College collections and general accounting policies and procedures; review student circumstances and explanations to determine the need for further collection actions.

Update delinquent account balances; process delinquent accounts to be serviced by an outside collection agency; write-off outstanding balances which are too small to efficiently collect.

Process purchase and/or equipment order; prepare requests for supplies and/or equipment; identify appropriate vendors and commodity numbers.

Audit and verify purchase requests to appropriate funds; ensure Local, State and Federal guidelines are followed.

Enter purchasing information into the computer, print purchase orders and make copies of attachments; disburse to appropriate departments.

Process invoices for payment; match invoice with purchase order and verify receipt of items and/or equipment.

Process credits to be applied to disbursements; maintain appropriate records and documentation.

Maintain bidders list and files.

Work with vendors, faculty and administrative staff to resolve discrepancies with orders received.

Maintain vendor list(s) and files.

Participate in the preparation and processing of accounts payable; establish vendor codes; research payment history of vendors; maintain, reconcile and update monthly vendor statements.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician** (Continued)

Receive vendor billings; review, adjust and extend changes; verify charges against computer printouts.

Research and verify accounts payable information; contact other College employees to reconcile discrepancies; respond to requests and inquiries by vendors and other members of the public.

Process voided checks through the accounting system and reissue as necessary.

Enter voucher documentation into the computer, type and batch manual checks; record and total batching; match voucher documents to computer checks for review by management.

Maintain various accounting records and reports for the College's financial aid program including grants, loans and scholarships.

Post financial aid awards to the General Ledger; input data, assign account codes, make adjusting entries and balance assigned funds and accounts.

Prepare applicable financial reports related to assigned area of responsibility.

Conduct account analysis, reconcile differences between accounting records and computerized reports and make necessary adjustments; allocate designated account expenditures.

Answer questions, advise and coordinate with other departments and outlying locations regarding financial aid awards, activities, transactions, and related policies and procedures.

Perform related duties as assigned.

IV-14.1.4      QUALIFICATIONS

IV-14.1.4.1      Knowledge of:

Methods and procedures of financial record keeping.

Office methods, procedures, and equipment.

Principles and practices regarding specific financial system assigned.

Appropriate Local, State and Federal laws, rules and regulations relating to assigned functions.

Operational characteristics of a computer remote terminal, personal computer and related peripheral equipment.

IV-14.1.4.2      Ability to:

Analyze situations accurately and adopt an effective course of action.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician** (Continued)

Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.

Data Entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.1.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skill would be:

Experience

Two years of increasingly responsible general clerical experience including one year of accounting clerical or related experience.

Training:

An Associate degree from an accredited college with major course work in accounting or a closely related field, or equivalent.

## ***IV-14.2     Accounts Technician (Student Financial Aid Services)***

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### **IV-14.2.1            DEFINITION**

To provide information and assistance to students and college personnel regarding loan requirements, financial aid requirements, and related information; to evaluate loan applicant files to determine financial aid eligibility; to plan, organize and coordinate the student loan program including the Title IV Federal Guaranteed Educational Loans; to provide highly responsible administrative support to the Director of Student Financial Aid Services; to coordinate assigned activities with other college divisions, federal and state agencies, other institutions and various lenders; to provide loan counseling to students and perform other duties as assigned.

### **IV-14.2.2            SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Financial Aid.

Exercises no supervision.

### **IV-14.2.3            ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Verify and analyze account information.

Participate in the researching of complex problems and discrepancies in students' payment records.

Interpret and explain College policies and procedures relating to financial aid.

Respond to requests and inquiries from faculty, administrative staff, and students regarding account dispositions.

Explain College policies and procedures related to assigned accounts.

Maintain various accounting records and reports for the College's financial aid program including grants, loans, and scholarships.

Serve as a liaison between students, College personnel, other colleges, lenders, and guarantee agencies to meet the needs of all groups and resolve issues.

Process financial aid awards, input data, assign account codes, make adjusting entries, and balance assigned funds and accounts.

Prepare applicable financial aid reports related to assigned area of responsibility.

Conduct account analysis and reconcile differences.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician (Student Financial Aid Services) (Continued)**

Answer questions, advise, and coordinate with other departments and outlying locations regarding financial aid awards, activities, transactions and related policies and procedures.

Perform related duties as assigned.

IV-14.2.4      QUALIFICATIONS

IV-14.2.4.1      Knowledge of:

Methods and procedures of financial aid.

Modern office methods, practices, techniques and equipment.

Principles and practices regarding specific financial aid system and assigned.

Operational characteristics of a personal computer and related peripheral equipment.

IV-14.2.4.2      Ability to:

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Operate standard office machines, including a computer.

Understand and carry out both oral and written instructions.

Perform data entry and type at a speed necessary for adequate job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skill would be:

Experience

Two years of increasingly responsible general clerical experience including one year of accounting clerical or related experience.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician (Student Financial Aid Services) (Continued)**

Training:

An Associate degree from an accredited college with major course work in accounting or a closely related field; or equivalent.

### ***IV-14.3     Accounts Technician (Institutional Advancement)***

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#### **IV-14.3.1            DEFINITION**

To perform all financial functions of the Institutional Advancement Office/FTCC Foundation. To act as the sole accounts technician; to maintain all accounts payable and accounts receivable accounts for the Institutional Advancement Office/FTCC Foundation. To assume responsibility for all cash management aspects of the office. To maintain the FTCC Alumni database and update the FTCC Foundation web page as needed. To provide support to the Vice President for Institutional Advancement.

#### **IV-14.3.2            SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Vice President of Institutional Advancement.

Exercises no supervision.

#### **IV-14.3.3            ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Perform a variety of accounting duties for the day-to-day operation of the Institutional Advancement Office/FTCC Foundation.

Perform accounts payable, accounts receivable, and cash receipting duties; establish financial work procedures and processes and make changes as needed.

Maintain a donor database for the FTCC Foundation, updating information and posting donations as needed.

Prepare all bank deposits and record in checkbook(s); verify receipts and post to donor database, spreadsheets, and computerized general ledger.

Create all general ledger codes for new accounts as needed.

Prepare/write all checks as needed; post checks to spreadsheets and computerized general ledger monthly.

Verify, receipt, and post all monies for fund drives. Print performance reports for fund drives.

Post all monthly Foundation Payroll Deductions for Campus Fund Drive.

Reconcile two monthly bank statements, posting interest to spreadsheets and computerized general ledger monthly. Balance statements with spreadsheets and computerized general ledger.

Prepare all journal entries as needed.

Post monthly interest from other investments to spreadsheets and computerized general ledger. Post quarterly gains/losses from stock market investment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician (Institutional Advancement)** (Continued)

Update and review operating budget monthly to assure compliance.

Maintain monthly spreadsheets for numerous Scholarship and Departmental Accounts, updating donations, receipts, and expenditures as needed.

Generate and analyze monthly financial statements for accuracy.

Prepare and finalize all financial transactions in preparation for annual audit by independent auditor.

Calculate all figures for Foundation Annual Report.

Fill out all supplies/equipment requests.

Maintain a member database for the FTCC Alumni Association. Prepare bank deposits for the association and send membership cards and other correspondence to new members as needed.

Update the FTCC Foundation, Inc. web page as needed.

Perform related duties as assigned.

IV-14.3.4      QUALIFICATIONS

IV-14.3.4.1      Knowledge of:

Accounting and auditing procedures.

Modern office methods, practices, techniques, and equipment.

Operational characteristics of personal computers and software packages, spreadsheets, and related peripheral equipment.

IV-14.3.4.2      Ability to:

Apply and administer accounting and auditing procedures in day-to-day tasks. Perform duties independently and accurately with limited supervision.

Analyze situations accurately and adopt an effective course of action.

Post data and make mathematical computations rapidly and accurately.

Communicate with the general public, college personnel, and students efficiently, effectively, and tactfully, both orally and in writing.

Operate a computer at a highly skilled level, using typical and atypical software packages. Learn new software as needed with limited supervision.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Accounts Technician (Institutional Advancement)** (Continued)

Operate standard office machines.

Understand and carry out both oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skill would be:

Experience

Two years of increasing responsible general clerical experience including one year of accounting, clerical or related experience.

Training:

An Associate degree from an accredited college with major course work in accounting or a closely related field, or equivalent.

## ***IV-14.4 Audio Visual Technician***

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### IV-14.4.1 DEFINITION

To schedule, distribute and operate audio visual equipment and related materials at on campus and off-site locations; and to respond to and meet the needs of faculty and administrative staff relative to their requests for support for Virtual Campus Courses and traditional classes. This support may include but is not limited to digital photos, video, HTML pages, audio visual equipment and related materials.

This is the full journey level class in the Audio Visual Technician series. Employees within this class are fully trained in all aspects of assigned responsibilities and are expected to work independently. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Audio Visual Technician in that the latter is responsible for coordinating and directing equipment and materials services provided to faculty and administrative staff, and assumes responsibility for maintaining and repairing audio visual equipment and materials.

### IV-14.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Media Services Director and functional supervision from the Senior Audio Visual Technician.

### IV-14.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Design, develop and prepare and deliver to the client digital photos, digital video and HTML pages in support of all Virtual Campus and traditional classes.

Operate computer work stations which are designed as digitizing work stations for the support of all Virtual Campus and traditional classes.

Schedule audio visual equipment and related materials usage by faculty and administrative staff at on campus and off-site locations.

Pick up and deliver equipment, films, slides and related materials; maintain appropriate records.

Distribute, set up, and operate a variety of audio visual equipment including computers and data projectors, tape recorders, slide projectors and VCR's as required.

Identify maintenance and repair problems and refer to the Senior Audio Visual Technician.

Inspect and clean as appropriate equipment, films, filmstrips, audio tapes and other related audio visual materials.

Prepare and maintain equipment and related materials scheduling and usage records.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Audio Visual Technician** (Continued)

Perform related duties as assigned.

IV-14.4.4      QUALIFICATIONS

IV-14.4.4.1      Knowledge of:

Operating practices and techniques of a full range of audio-visual equipment including computers and data projectors, VCR's and tape recorders.

Types, uses, capabilities, and application of a wide array of audio visual technology and equipment including computers and data projectors.

Different types of audio visual materials utilized in an educational environment including HTML, web, video cameras, and audio and video capture cards and software.

General principles of operation, maintenance and repair of computers related to multi-media instructional and digitizing applications.

IV-14.4.4.2      Ability to:

Schedule the usage of a variety of different pieces of equipment and materials.

Assist faculty and administrative staff in the operation of audio visual equipment, computers, and data displays.

Maintain detailed records and schedules.

Communicate effectively, both orally and in writing.

Lift a minimum of 25 pounds, stoop and bend.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience with HTML, Web page design, computers and creative type software such as Adobe Photoshop, Premier, Media 100 or Microsoft Front Page 2000.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Audio Visual Technician** (Continued)

Training:

High School diploma or equivalent.

Preferred: An Associate Degree in Media production or Media Computer Integration.

## ***IV-14.5 Career Technician***

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### IV-14.5.1      DEFINITION

To perform complex and varied technical and clerical work related to providing student assistance in the FTCC Fort Bragg Center; to provide information to students, faculty, and staff on Center programs and services; and to provide general clerical support to the FTCC Fort Bragg Center.

### IV-14.5.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Fort Bragg and Pope Air Force Base Operations.

Exercises no supervision.

### IV-14.5.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide admission support and direction to students in a variety of situations and environments.

Advise students in area of admission requirements, program requirements, admission status, and the transfer of credit from other institutions.

Interpret and apply college admissions standards and policies in determination of student eligibility and standing.

Greet the Fort Bragg Center visitors; respond to informational requests on the Fort Bragg Center programs and services; answer telephones; receive and route mail.

Assist center visitors in locating desired information and materials.

Receive, organize, and file printed materials from a variety of sources.

Type and proofread reports, letter, memos, and related material; compose routine correspondence related to the FTCC Fort Bragg Center programs and services.

Maintain Center bulletin boards.

Assist in student registration.

Perform related duties as assigned.

### IV-14.5.4      QUALIFICATIONS

#### IV-14.5.4.1      Knowledge of:

Knowledge of career counseling programs and services of the College.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Career Center Technician** (Continued)

Information sources related to job availability and career planning.

Office procedures, methods, and computer equipment.

Business letter writing and basic report preparation.

College policies, procedures, rules, and regulations applicable to the operation of the Fort Bragg Center.

Usage and operational characteristics of multi-media equipment including slide projectors, film projectors and sound equipment.

English usage, spelling, grammar and punctuation.

IV-14.5.4.2      Ability to:

Perform responsible technical and clerical work in the provision of the Fort Bragg Center programs and services.

Understand the organization and operation of the Fort Bragg Center and its relationship to other programs and activities of the College.

Interpret and apply policies and procedures.

Use standard office equipment including typewriter, telephone system, and computer equipment.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work cooperatively with other departments, divisions, and officials of the College.

Work independently in the absence of immediate supervision.

IV-14.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Career Center Technician** (Continued)

Experience:

Two years of responsible clerical work including heavy public contact.

Training:

An Associate degree from an accredited college or high school graduate plus two years of experience; or equivalent.

## ***IV-14.6 Data Management Technician***

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### IV-14.6.1 DEFINITION

To provide technical expertise and assistance in the development of data management programs or academic class schedules and reports; to program, implement, and maintain a variety of application programs related to statistical, fiscal and data management; and to provide complex technical support to the appropriate Supervisor.

### IV-14.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Institutional Effectiveness and Assessment or Associate Vice President for Curriculum Programs or the Associate Vice President for Learning Technologies.

Exercises technical and functional supervision over paraprofessional and/or part-time clerical staff as assigned.

### IV-14.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate micro and minicomputer systems to produce a variety of statistical reports and summary data; update and maintain data files; operate associate peripheral equipment.

Develop, program, and maintain applications software utilized in all projects and other responsibilities as assigned.

Design and prepare test data and materials for proper testing of computer programs; develop program documentation for new programs prior to implementation.

Analyze existing mini and microcomputer applications software; recommend enhancements and modifications as necessary to meet user needs and technical requirements.

Determine requirements of the decision support system; specify alternatives; design the components of the system; field-test and implement the system.

Utilize telecommunications and terminal emulation software to interface local systems with College mainframe; upload and download data files and programs.

Design and implement a decision support system to produce data to meet institutional, state, and federal reporting requirements.

Design and implement an effective office project management system to flag upcoming accreditation, state and federal reporting.

Develop and maintain a process for keeping the manuals and handbooks current.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Data Management Technician** (Continued)

Develop, coordinate and participate in a variety of special research and administrative projects. Compile and analyze data and prepare related recommendations and reports.

Support all aspects of scannable forms operations, from creation through printing, scanning to scoring, and the generation of detail and summary reports.

Assist in writing, editing, laying out publications as required.

Provide technical support, information, and consulting services to various internal and external constituents of the College upon request.

Process purchase requisitions and orders for computer equipment, software, and supplies.

Analyze course requirements, evaluate facility requirements, assign necessary space and produce preliminary and final class schedules.

Organize and disseminate academic course schedule to appropriate individuals for course verification for publication.

Provide statistical information related to courses and enrollment.

Process programs of study with system office.

Process and disseminate educational plans and sequencing sheets to various external offices for proper processing and distribution.

Organize, update and maintain curriculum course catalog according to state and local requirements.

Perform other duties as needed or assigned.

IV-14.6.4      QUALIFICATIONS

IV-14.6.4.1      Knowledge of:

Principles of small computer systems and program design.

Records storage and handling techniques.

Principles of database technology.

Modern office operations, methods, procedures, and equipment.

Higher education data reporting systems, federal reporting requirements (including, but not limited to IPDS), and state reporting requirements.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Data Management Technician** (Continued)

Organizational and management practice as applied to the analysis and evaluation of programs, policies and operational needs.

Sources, uses, and types of planning data applicable to institutions of higher education.

Priorities, goals, and objectives of the College.

Educational objective-setting and program evaluation.

Basic statistics and data collection and reporting methods and procedures.

Research methods and techniques.

IV-14.6.4.2     Ability to:

Analyze data and develop logical solutions to problems.

Design and program complex statistical and data management application programs for mini and microcomputers.

Communicate clearly and concisely, both orally and in writing.

Read, interpret and apply complex technical publications, manuals, and other documents.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and recommend actions in support of goals.

Apply basic mathematical and statistical concepts to problem solving.

Understand basic research methodologies.

Coordinate the preparation of complex academic course and faculty schedules.

Interpret and apply college policies, procedures, rules and regulations.

Effectively utilize automated data processing equipment and software.

Establish and maintain accurate and complete records and files.

Establish and maintain effective working relationships with those contacted in the course of work.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Data Management Technician** (Continued)

IV-14.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of computer programming or computer applications software experience is required, preferably in an educational setting. Experience in systems analysis and knowledge of a variety of microcomputer software is desirable.

Training:

An Associate degree from an accredited college in computer science or a related field; or equivalent.

IV-14.6.5

PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL DUTIES

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).

## ***IV-14.7 Environmental Services Technician***

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### IV-14.7.1      DEFINITION

To provide technical support and assistance to the Plant Operations Department in the areas of computer-aided drafting, micro computers, construction administration, facility management, specification writing, and code/regulation compliance. To plan, direct, and review the implementation of the recycling program and environmental laws and regulations.

### IV-14.7.2      SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Facilities Services.

Exercises indirect supervision over technical, maintenance, and clerical staff.

### IV-14.7.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Monitor and review health and environmental regulations, guide and direct compliance policies and procedures.

Develop, plan, and implement campus recycling programs, prepare required reports/documents.

Convert campus as-built construction documents to digital media, maintain updated corrections as renovations/modifications occurs.

Gathering and compiling technical data for renovations, mechanical systems, and maintenance programs.

Assist Director of Facilities Services in budget preparation, cost estimating, project implementation, scheduling, reporting, and capital improvements.

Train and assist Plant Operations personnel in operational procedures, safety, and code compliance.

Establish and maintain effective working relationships with those contacted in the course of work.

Perform related duties as assigned.

### IV-14.7.4      QUALIFICATIONS

#### IV-14.7.4.1      Knowledge of:

Architectural and engineering drafting, design, construction methods, and materials.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Environmental Services Technician** (Continued)

Building codes, federal and state regulations and statutes, computer-aided drafting programs, spreadsheets, energy management software, facility management software.

Building mechanical systems.

Surveying principals and methods.

Office procedures, methods, management, supervision, accounting and record keeping.

Legal requirements in construction field, specification writing, reporting methods.

Blueprint reading, work requests, repair orders.

IV-14.7.4.2      Ability to:

Work cooperatively and professionally with those contacted in the course of work.

Manage campus projects efficiently and effectively.

Coordinate renovation and repair projects.

Perform and facilitate proper actions regarding facility management, operations, and procedures.

Perform research on Federal, State, and local regulations, programs.

Resolve conflicts and problems.

Communicate effectively with subordinate staff for program effectiveness.

Serve on committees, research and develop recommendations related to assigned activities.

Direct, oversee, and review the campus recycling program.

Confer with and provide staff assistance and advice to higher level staff regarding environment issues, American with Disabilities Act, Occupational Safety and Health.

Compile and maintain accurate and complete records and reports.

Perform related duties as assigned.

IV-14.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Environmental Services Technician** (Continued)

Experience:

Two years of general facility experience with at least one (1) year of administrative experience.

Training:

An Associate degree from an accredited college in building construction, architectural technology, business administration or a related field; or equivalent.

## ***IV-14.8      Equipment Control Technician***

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### **IV-14.8.1          DEFINITION**

To conduct an annual inventory audit of all equipment owned by the College; to insure that all lost or stolen equipment is properly reported and recorded to the State; and to ensure that all local, state and federal equipment is disposed of in accordance with regulations.

### **IV-14.8.2          SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Property Control and Services Supervisor or the appropriate assigned supervisor.

Exercises no supervision.

### **IV-14.8.3          ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Coordinate and participate in the annual inventory of all College owned equipment; travel from site to site to document existing inventories; replace worn or missing property tags.

Verify that equipment and property is being properly maintained.

Ensure that all newly purchased, donated and surplus property and equipment is properly processed, documented and recorded.

Assign inventory numbers and maintain updated log for all newly purchased equipment; tag and record all new equipment as it is received.

Maintain appropriate records and documentation of lost or stolen property.

Dispose of local, state and federal property and equipment according to established policies and procedures.

Prepare and maintain all equipment records according to local, state and federal regulations; prepare and submit appropriate forms to the State Department of Community Colleges.

Work with and assist local, state and federal auditors during the annual audit.

Provide information to the public regarding sale of surplus College property.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Equipment Control Technician** (Continued)

IV-14.8.4      QUALIFICATIONS

IV-14.8.4.1      Knowledge of:

Local, state and federal rules and regulations regarding the receipt, documentation and disposal of College property and equipment.

Practices, procedures and methods of equipment and inventory control.

General accounting principles and practices.

Supplies, equipment, and materials commonly utilized in educational institutions.

Modern office methods, practices and procedures.

Inventory and record keeping procedures.

Locations of College departments, divisions, offices, and facilities.

IV-14.8.4.2      Ability to:

Coordinate a comprehensive equipment inventory control program.

Maintain accurate inventory records and files.

Lift and carry heavy objects.

Interpret and apply applicable policies, procedures, rules, and regulations.

Follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

IV-14.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of inventory control experience within the State system.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Equipment Control Technician** (Continued)

Training:

Completion of the twelfth grade, supplemented by college-level course work in accounting, business administration or a closely related field; or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

## ***IV-14.9      Grounds Technician***

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### IV-14.9.1      DEFINITION

To perform a variety of skilled and semi-skilled landscape installations and grounds maintenance tasks relating to the upkeep and operation of the campus grounds.

### IV-14.9.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Grounds-Maintenance Supervisor.

Exercises no supervision.

### IV-14.9.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of turf grass maintenance activities to include edging, mowing, trimming, and new installations.

Install and maintain irrigation systems.

Install and maintain shrubbery, perennials, and annual plant material.

Pruning and shaping of shrubbery and trees.

Application of insecticides, herbicides, fungicides, and fertilizers.

Installation of brick and concrete sidewalks and repair there of.

Parking lot and street maintenance to include cleaning, patching, and general repairs.

Perform litter control on campus and related recycling operations.

Perform preventive maintenance on grounds' equipment.

Perform snow and ice removal during inclement weather periods.

Perform related duties as assigned.

### IV-14.9.4      QUALIFICATIONS

#### IV-14.9.4.1      Knowledge of:

Methods, materials, tools, and equipment used in landscape and turf grass maintenance.

Safe and proper application of fungicides, insecticides, herbicides, and nematicides.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Grounds Technician** (Continued)

Plant material installation and maintenance.

Construction methods and installation of paving, concrete, and masonry sidewalks.

Plant identification, plant and turf grass , pests and diseases.

Use and maintenance of grounds equipment, power, and hand tools.

Basic soil types, amendments, and landscaping design.

Safe work practices.

IV-14.9.4.2     Ability to:

Perform assigned duties during inclement weather conditions.

Operate a variety of grounds' maintenance equipment, machines, and tools.

Apply fungicides, insecticides, herbicides, nematocides, and fertilizers safely and effectively.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

IV-14.9.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience performing park maintenance landscape installation and maintenance experience.

Training:

An Associate degree from an accredited college with major course work in Horticulture or a related field; or equivalent.

License or Certificate:

Possession of, or ability to obtain an appropriate valid N.C. driver's license.

Possession of, or ability to obtain an appropriate valid public pesticide applicator's license.

## ***IV-14.10 Instructional Lab Technician***

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### IV-14.10.1      DEFINITION

To prepare instructional and open laboratory set-ups, hardware, software, and supplies for student and staff use; to maintain the general cleanliness of assigned laboratory(s); and to provide technical information and assistance to students, faculty, and staff.

### IV-14.10.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Instructional Network Supervisor.

### IV-14.10.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist instructional staff with preparation for demonstration; set-up laboratory facility and prepare necessary hardware, software and supplies.

Provide general information and assistance to students, faculty, and staff on equipment and software operation, location of materials, and safety procedures.

Monitor students involved in laboratory work assignments; enforce policies and procedures.

Assist in the maintenance of supply and material inventories; maintain equipment and supply usage records.

Maintain orderliness and cleanliness of laboratory facilities; return unused materials to storage.

Provide general instruction and assistance to students on a variety of laboratory related matters; review student work in progress and assist in resolving problems.

Participate in the general maintenance of the laboratory by performing routine maintenance and minor repairs on computer equipment.

Maintain software library preparing back-up copies and archive disks as necessary.

Attend workshops, conferences, and meetings related to assigned area(s) of responsibilities.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Instructional Lab Technician** (Continued)

IV-14.10.4      QUALIFICATIONS

IV-14.10.4.1    Knowledge of:

Subject matter related to the assigned laboratory.

Principles, practices, and laboratory techniques related to assigned laboratory subject matter.

Practices of basic record keeping.

Basic mathematic principles.

Operational characteristics of computer equipment related to assigned laboratory.

Proper and safe use of computer equipment, software applications, and supplies applicable to assigned laboratory.

IV-14.10.4.2    Ability to:

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.

Correctly and efficiently set-up laboratory equipment, materials, and supplies as needed.

Assist in performing routine maintenance and repairs on assigned laboratory equipment.

Provide assistance and instruction to students, faculty, and staff on technical matters appropriate to assigned laboratory.

Interpret and apply policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-14.10.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience working with computers and application software related to assigned area of responsibility.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Instructional Lab Technician** (Continued)

Training:

An Associate degree from an accredited college with major course work related to assigned area of responsibility, or equivalent.

## ***IV-14.11 Lab Technician***

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### IV-14.11.1      DEFINITION

To prepare instructional laboratory set-ups, materials, equipment and supplies of student and staff use; to maintain the general cleanliness of assigned laboratory or assigned classroom; and to provide technical information and assistance to students.

### IV-14.11.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level academic and administrative staff.

May exercise technical or functional supervision over student assistants.

### IV-14.11.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist instructional staff with preparation for demonstrations; set up laboratory facility and prepare necessary materials and equipment.

Provide general information and assistance to students on equipment operation, use and location of materials, and safety procedures.

Monitor students involved in instructional laboratory work assignments; enforce policies and procedures.

Assist in the ordering and maintenance of supply and material inventories; maintain equipment and supply usage records.

Maintain orderliness and cleanliness of laboratory facilities; return unused materials to storage.

Provide general instruction and assistance to students on a variety of laboratory and course related matters; review student work in progress and assist in resolving problems.

Train and supervise assigned staff.

Supervise and participate in the general maintenance of the laboratory; perform routine maintenance and minor repairs on computer equipment; coordinate and schedule maintenance and repair with outside vendors.

Maintain software library preparing back-up copies and archival disks as necessary.

Maintain horticultural supplies; care for plantings, flower beds, trees, and gardens; water, fertilize and spray plant materials.

Attend workshops, conferences, and meetings related to assigned area of responsibility.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Lab Technician** (Continued)

Represent laboratory and program activities to public schools, outside agencies and corporations.

Perform related duties as assigned.

IV-14.11.4      QUALIFICATIONS

IV-14.11.4.1    Knowledge of:

Subject matter related to the assigned laboratory.

Principles, practices, and laboratory techniques related to assigned laboratory subject matter.

Practices of basic record keeping.

Research techniques and methods of report preparation.

Principles of supervision including employee training.

Basic mathematic principles.

Operational characteristics of equipment related to assigned laboratory.

Proper and safe use of equipment, materials, and supplies applicable to assigned laboratory.

IV-14.11.4.2    Ability to:

Demonstrate correct laboratory methods, practices, techniques, and safety precautions.

Correctly and efficiently set up laboratory equipment, materials and supplies needed in exercises and experiments.

Assist in performing routine maintenance and repairs on assigned laboratory equipment.

Provide assistance and instruction to students on academic and technical matters appropriate to assigned laboratory.

Train and supervise student staff.

Interpret and apply department policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Lab Technician** (Continued)

IV-14.11.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in implementing and monitoring an instructional laboratory program.

Training:

An Associate degree from an accredited college with major course work related to assigned area of responsibility; or equivalent.

## ***IV-14.12 Maintenance Technician I***

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### IV-14.12.1      DEFINITION

To perform a variety of skilled and semi-skilled building construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities; to perform electrical and plumbing maintenance and repair work; to perform carpentry tasks; and to repair and maintain HVAC equipment.

### IV-14.12.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Maintenance Supervisor.

Exercises no supervision.

### IV-14.12.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of carpentry tasks to repair and construct walls and partitions; install, replace, and repair doors.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Install ceilings and carpeting; repair roofs.

Repair and install plumbing as necessary; replace broken fixtures, clean stopped drains and repair leaks.

Perform electrical system wiring and installations; install new lights and replace lights.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Install outlets, panels, switching equipment, photoelectric cells, motors, and related electrical appurtenances and equipment.

Repair and install electrical equipment such as motors, heaters and circuit breakers.

Replace defective lamps, sockets, ballasts, and fixtures.

Repair, replace, and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling towers, motors, valves, ducts, registers, and dampers.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filters, replace worn pulleys and belts as necessary.

Clean equipment, equipment rooms, ducts, pipes, and related equipment and fixtures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician I** (Continued)

Install new or replacement heating and air conditioning equipment.

Troubleshoot, isolate, and repair electrical system faults in HVAC systems.

Repair and replace thermostats.

Operate and monitor the performance of heating and cooling systems.

Operate a variety of equipment, machines and tools used in HVAC system maintenance and repair; drive motorized equipment.

Change and charge air conditioning compressors.

Test and treat water and water handling systems used in cooling equipment.

Maintain records on work performed.

Perform related duties as assigned.

IV-14.12.4      QUALIFICATIONS

IV-14.12.4.1    Knowledge of:

Basic methods, materials, tools and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry, plumbing, electrical and HVAC repair work, and related building trades.

Use and maintenance of a variety of power and hand tools.

Safe work practices.

Applicable codes, local ordinances and regulations governing assigned trade.

IV-14.12.4.2    Ability to:

Perform skilled and semi-skilled carpentry, plumbing, electrical, HVAC repair, and general maintenance and construction work.

Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Understand and follow oral and written instructions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician I** (Continued)

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.12.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field.

Training:

An Associate degree from an accredited college or university; or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

## ***IV-14.13 Maintenance Technician II***

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### IV-14.13.1      DEFINITION

To perform a variety of skilled and semi-skilled building construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities; to perform electrical and plumbing maintenance and repair work; to perform carpentry and painting tasks; and to repair and maintain HVAC equipment. Employee is expected to perform journeyman-level, skilled work in at least one of the allied building trades.

### IV-14.13.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Maintenance Supervisor.

Exercises supervision of Maintenance Technician I and maintenance helpers.

### IV-14.13.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of carpentry tasks to repair and construct walls and partitions; install, replace, and repair doors.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Install ceilings and carpeting; repair roofs.

Repair and install plumbing as necessary; replace broken fixtures, clean stopped drains and repair leaks.

Perform electrical system wiring and installations; install new lights and replace lights.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Install outlets, panels, switching equipment, photoelectric cells, motors, and related electrical appurtenances and equipment.

Repair and install electrical equipment such as motors, heaters and circuit breakers.

Replace defective lamps, sockets, ballasts, and fixtures.

Repair, replace and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling towers, motors, valves, ducts, registers, dampers, controls and energy management equipment.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filters, replace worn pulleys and belts as necessary.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician II** (Continued)

Install new or replacement heating and air conditioning equipment.

Troubleshoot, isolate and repair electrical system faults in HVAC systems.

Repair and replace thermostats.

Operate and monitor the performance of heating and cooling systems.

Operate a variety of equipment, machines and tools used in HVAC systems maintenance and repair; drive motorized equipment.

Change and charge air conditioning compressors.

Test and treat water and water handling systems used in cooling equipment.

Maintain records on work performed.

Perform related duties as assigned.

IV-14.13.4      QUALIFICATIONS

IV-14.13.4.1    Knowledge of:

Advanced methods, materials, tools and equipment used in general building maintenance.

Methods, techniques, materials, and tools used in carpentry, plumbing, electrical and HVAC repair work.

Use and maintenance of a variety of power and hand tools.

Safe work practices.

Applicable codes, local ordinances and regulations governing assigned trade.

IV-14.13.4.2    Ability to:

Perform skilled carpentry, plumbing, electrical, HVAC repair, painting, and general maintenance and construction work.

Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Understand and follow oral and written instructions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician II** (Continued)

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.13.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field, including supervisory experience.

Training:

An Associate degree from an accredited college or university; or equivalent.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.

## ***IV-14.14 Maintenance Technician III***

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### IV-14.14.1      DEFINITION

To perform a variety of skilled and semiskilled construction and maintenance tasks relating to the renovation, upkeep, and operation of campus buildings and facilities. To assist with the coordination, planning, and maintenance activities within the Maintenance Department.

### IV-14.14.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Maintenance Supervisor.

Exercises functional supervision of Maintenance Technician II, Maintenance Technician I and Maintenance Helper as required during the course of work.

### IV-14.14.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist Maintenance Supervisor in the planning, assignments, and supervision of work, employees and responsibilities.

To act in the Supervisor's role during his absence or as assigned.

Assist in the renovation, remodeling and repair of campus building interiors and exteriors.

Assist in the preparation of the operating budget for the department.

Procure repair parts for equipment within purchasing guidelines.

Operate a variety of electrical equipment, metering and testing devices, machines and tools; drive motorized equipment.

Repair and install electrical equipment such as motors, heaters, circuit breakers.

Participate in the selection of new employees.

Repair, replace, and maintain a variety of mechanical heating, ventilating, and air conditioning equipment such as compressors, boilers, fans, blowers, cooling towers, motors, valves, ducts, registers, dampers, controls, and energy management equipment.

Perform routine preventive maintenance on heating and cooling equipment; service compressors, lubricate equipment, change oil and filter, replace worn pulleys and belts as necessary.

Install new or replacement heating and air-conditioning equipment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician III** (Continued)

Operate a variety of equipment, machines and tools used in HVAC systems maintenance and repair; drive motorized equipment.

Maintain records on work performed.

Perform related duties as assigned.

IV-14.14.4      QUALIFICATIONS

IV-14.14.4.1    Knowledge of:

Principles of supervision, training and personnel management.

College policies and procedures.

Advanced methods, materials, tools and equipment used in general building and preventive maintenance.

Methods, techniques, materials, and tools used in carpentry, plumbing, electrical, and HVAC repair work.

Use and maintenance of a variety of power and hand tools.

Safe work practices.

Applicable codes, local ordinances, and regulations governing assigned trade.

IV-14.14.4.2    Ability to:

Plan, schedule and coordinate maintenance activities.

Perform skilled carpentry, plumbing, electrical, HVAC repair, painting, and general maintenance and construction work.

Assist in the construction, renovation, and repair of campus buildings, classrooms, and related facilities.

Operate a variety of building maintenance equipment, machines and tools.

Communicate effectively, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Maintenance Technician III** (Continued)

Gain cooperation through discussion and persuasion.

Communicate through the College's networking system.

Establish and maintain effective working relationship with those contacted in the course of work.

Compile and maintain accurate records and reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

IV-14.14.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Seven years of experience performing a variety of skilled building construction and maintenance duties related to designated trade and/or field, including supervisory experience.

Training:

An Associate degree from an accredited college in Building Construction, Engineering, Architecture, Mechanics or related field or equivalent.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid North Carolina driver's license.

## ***IV-14.15 Computer Support Technician***

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### IV-14.15.1 DEFINITION

To provide technical and support services in the installation, configuration, operation, maintenance and troubleshooting and diagnosis of computer hardware, software and peripheral equipment. To support students, faculty and staff by performing diagnosis and resolutions of technical issues as related to the use and performance of all campus personal computers through hands-on and help desk functions. To assist in the maintenance and reporting related to hardware and software inventory database.

### IV-14.15.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the MIS Support Manager.

### IV-14.15.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist end-users in the proper use of computer hardware, software and peripheral equipment within the campus policies and procedures.

Install computer hardware and software; link peripheral equipment and test configuration.

Troubleshoot hardware and software problems as they relate to data communications, computers, printers and peripherals utilizing diagnostic software and logical troubleshooting procedures.

Perform major computer repairs as they relate to operating system platforms, hardware installation and upgrades.

Perform routine inspections and preventative maintenance of computer hardware.

Download software patches and other appropriate hardware from the Internet, test and install as necessary.

Provide help desk support as well as perform day-to-day administration, maintenance, and support of computers and peripherals.

Coordinate vendor support between the College and manufacturer representatives for hardware and software information for computer systems; maintain information about equipment and installation; identify software users and recommend packages or other approaches as assigned.

Maintain Inventory of computer hardware, software and supplies.

Compile and prepare job-related reports and documentation, as required.

Write basic computer code and report generation programs, as required.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Computer Support Technician** (Continued)

Test and evaluate new computer hardware and software for campus use.

Attend workshops, conferences and meetings related to assigned area(s) of responsibilities.

Provide training to end-users in the proper operation of computer equipment and applications.

Perform related duties as assigned.

IV-14.15.4      QUALIFICATIONS

IV-14.15.4.1    Knowledge of:

Principles of data communications.

Installation, configuration, operation, maintenance, troubleshooting and diagnosis of computer hardware, software and peripheral equipment.

Working knowledge of multiple versions of windows products, NT and PC hardware and software.

Troubleshooting, problem-solving techniques and repair techniques.

Basic Internet access, search and downloading techniques.

Accepted safety practices when dealing with electronic devices and equipment.

Basic record keeping procedures.

IV-14.15.4.2    Ability to:

Assist in performing maintenance and repairs on assigned computers.

Provide assistance and instruction to students, faculty and staff on technical matters appropriate to assigned area.

Interpret and apply College policies, procedures, rules and regulations.

Read, understand and interpret hardware and software manuals, apply such information as appropriate.

Recognize research and diagnose hardware and software problems, repair when possible.

Access the Internet to download software patches and other appropriate software.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Computer Support Technician** (Continued)

Provide training in the use of computer, software and peripheral equipment.

Maintain job-related records and prepare reports.

Safely operate and care for tools, equipment and materials used in the diagnoses and installation of computers and peripherals.

Plan, organize and prioritize work with a minimal amount of supervision.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-14.15.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in the configuration, use diagnostics, and installation of computer hardware, software and related peripherals.

Training:

An Associate degree from an accredited college in Electronic Engineering Technology or Network Communications Technology; or equivalent.



## ***IV-14.16 Print Shop Illustrator/Layout Technician***

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### IV-14.16.1      DEFINITION

To operate computer, copying and related equipment to reproduce a variety of materials for all College departments and divisions; to lay out and prepare projects for printing; and to maintain equipment in proper operating condition.

### IV-14.16.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Print Shop Supervisor.

Exercises no supervision.

### IV-14.16.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including computers and copying equipment.

Lay out and prepare projects and copy orders for printing.

Sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper and toner.

Ensure adequate inventory of supplies, chemicals and materials for print shop operations.

Maintain records of number of copies reproduced.

Perform related duties as assigned.

### IV-14.16.4      QUALIFICATIONS

#### IV-14.16.4.1      Knowledge of:

Modern office practices, procedures and equipment.

Uses, operation and maintenance of various types of computers and related equipment/software.

Basic mathematics.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Print Shop Illustrator/Layout Technician (Continued)**

IV-14.16.4.2    Ability to:

Operate and maintain computers, copiers, color and poster printers.

Lay out work assignments.

Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

IV-14.16.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience in design layout and printing operations including experience in operating computers and related equipment/software.

Training:

An Associate Degree in Commercial Art or related field, or combination of education and experience.

## ***IV-14.17 Print Shop Technician I***

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### IV-14.17.1 DEFINITION

To operate various types of duplicating equipment to reproduce a variety of materials for all College departments and divisions; to lay out and prepare projects for printing; and to maintain equipment in proper operating condition.

### IV-14.17.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Print Shop Supervisor.

Exercises no supervision.

### IV-14.17.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including off-set presses and copying machines.

Interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or copying machines; review work orders and advise employees requesting duplicating services regarding size and copying method to be used.

Lay out and prepare projects and copy orders for printing; prepare plates.

Trim, sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper, toner, ink and chemicals.

Make various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.

Ensure adequate inventory of supplies, chemicals and materials for print shop operations.

Maintain records of number of copies reproduced.

Follow required OSHA guidelines.

Maintain quality work in a timely manner.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Print Shop Technician I** (Continued)

IV-14.17.4      QUALIFICATIONS

IV-14.17.4.1    Knowledge of:

Modern office practices, procedures and equipment.

Uses, operation and maintenance of various types of duplicating and related equipment.

Basic mathematics.

IV-14.17.4.2    Ability to:

Proficiently program, operate and maintain duplicating machines and copying equipment.

Adjust and make moderately difficult repairs to duplicating machinery.

Lay out work assignments and prepare printing plates.

Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

IV-14.17.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skill would be:

Experience

Two years of general printing support experience including experience in operating copying and duplicating related equipment.

Training:

Associate Degree from an accredited college with a concentration in printing, commercial art or a closely related field; or combination of education and experience.

## ***IV-14.18 Print Shop Technician II***

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### IV-14.18.1      DEFINITION

To operate various types of duplicating equipment to reproduce a variety of materials for all College departments and divisions; to lay out and prepare projects for printing; and to maintain equipment in proper operating condition.

### IV-14.18.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Print Shop Supervisor.

Exercises no supervision.

### IV-14.18.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Operate duplicating equipment to reproduce a variety of materials for all College divisions and departments, including off-set presses and copying machines.

Operate large equipment such as paper cutters, folders, and two color presses.

Interpret and prioritize work orders; determine whether requested work will be reproduced utilizing the off-set presses or copying machines; review work orders and advise employees requesting duplicating services regarding size and copying method to be used.

Lay out and prepare projects and copy orders for printing; prepare plates.

Trim, sort, assemble and staple finished materials, operating appropriate pieces of equipment.

Supply machines with proper amount of paper, toner, ink, and chemicals.

Make various mechanical adjustments and moderately difficult repairs according to reproduction needs and maintenance requirements.

Ensure adequate inventory of supplies, chemicals and materials for print shop operations.

Maintain records of number of copies reproduced.

Follow required OSHA guidelines.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Print Shop Technician II** (Continued)

IV-14.18.4      QUALIFICATIONS

IV-14.18.4.1    Knowledge of:

Modern office practices, procedures and equipment.

Uses, operation and maintenance of various types of duplicating and related equipment.

Basic mathematics.

IV-14.18.4.2    Ability to:

Prioritize work assignments with organizational skills to meet production deadlines.

Proficiently program, operate and maintain copying machines.

Adjust and make moderately difficult repairs to duplicating machinery.

Lay out work assignments and prepare printing plates.

Operate and maintain related print shop equipment including binding machinery and collators.

Make simple mathematical calculations.

Learn and apply office rules, methods and policies.

Understand and carry out oral and written directions.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain appropriate records and logs of services rendered.

IV-14.18.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skill would be:

Experience

Five years of general printing support experience including experience in operating copying and related equipment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Print Shop Technician II** (Continued)

Training:

Associate Degree from an accredited college with a concentration in printing, commercial art or a closely related field; or combination of education and experience.

## ***IV-14.19 Purchasing Technician***

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### IV-14.19.1      DEFINITION

To plan, organize and participate in the administration of the College's purchasing operation and to perform a variety of responsible para-professional and technical level accounting work involving the preparation and maintenance of financial reports, accounting records, and statistical records and reports; to provide responsible technical staff assistance to higher level department staff.

### IV-14.19.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Procurement Manager.

Exercise technical and functional supervision over assigned accounting clerical staff.

### IV-14.19.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of para-professional and technical accounting duties in the preparation, maintenance and review of financial records and reports.

Receive requests for equipment; verify requests for proper authorization; verify that purchasing guidelines have been followed (e.g. state contract, bid guidelines, etc.); type purchase orders and distribute copies to appropriate areas.

Maintain equipment log book. Prepare equipment report showing status of equipment funds by department.

Receive invoices for outstanding equipment orders. Verify receipt of equipment and process invoices for payment.

Prepare requisition and correspond with Purchase and Contract regarding requests for equipment over \$10,000; forward to Purchase and Contract regarding requests for equipment over \$10,000-Forward to Purchase and Contract for written bids. Type request for quotation for required written bids on orders between \$1500 and \$9999.

Correspond with companies to check on status of outstanding orders; handle any related problems.

Correspond with instructors to check on receipt of equipment; handle any related problems.

Prepare quarterly minority report.

Distribute microfiche copies of State contract to appropriate areas.

Assist faculty and staff with equipment and supply orders.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Purchasing Technician** (Continued)

Serve in a lead supervisory capacity over purchasing; review and audit the work of designated accounting clerical staff in assigned area of responsibility; establish work procedures and processes.

Run monthly reports and distribute to appropriate areas; shows expenditures in supply line items. Work with Curriculum and Continuing Education staff and faculty on any problems arising from reports.

Keep a log for Library purchase orders; process invoices for payment.

Assist Purchasing Agent with correspondence and maintenance of files for office.

Interprets purchasing policies and procedures.

Assist in evaluating operations and activities of purchasing programs and personnel, recommend improvements and modifications.

Answer questions and provide information to other college faculty and staff; investigate complaints and assist in recommending corrective actions.

IV-14.19.4      QUALIFICATIONS

IV-14.19.4.1    Knowledge of:

General accounting and auditing principles and practices.

Applicable federal, state and local policies, procedures, rules and regulations.

Modern office methods, practices and procedures.

State purchasing policies and procedures.

Statistical concepts and methods.

IV-14.19.4.2    Ability to:

Apply accounting and auditing principles and procedures. Analyze data and draw sound conclusions.

Prepare clear, complete and concise reports.

Communicate effectively and tactfully, both orally and in written form.

Apply and administer the College's accounting policies and procedures.

Interpret and administer the State's purchasing policies and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Purchasing Technician** (Continued)

Establish and maintain effective working relationships with those contacted in the performance of required duties.

Supervise, train clerical personnel.

IV-14.19.4.3 Experience and Training guidelines:

Experience:

Four years of increasingly responsible experience performing technical and clerical accounting work, preferably experience in purchasing.

Training:

An Associate degree from an accredited college in accounting, business administration or a closely related field; or equivalent.

## ***IV-14.20 Senior Accounts Technician***

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### IV-14.20.1      DEFINITION

To perform a variety of responsible para-professional and technical level accounting work involving the preparation and maintenance of financial reports, accounting records, and statistical records and reports; to assume lead supervisory responsibilities over a designated accounting function such as financial aid, accounts payable or central cashiering; and to provide responsible technical staff assistance to higher level department staff.

### IV-14.20.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the appropriate Supervisor.

Exercises technical and functional supervision over assigned accounting clerical staff.

### IV-14.20.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a variety of para-professional and technical accounting duties in the preparation, maintenance and review of financial records and reports.

Serve in a lead supervisory capacity over either financial aid programs, accounts payable, accounts receivable, cashiering or purchasing; review and audit the work of designated accounting clerical staff in assigned area of responsibility; establish work procedures and processes.

Reconcile accounts in the general ledger; prepare journal entries as necessary.

Review and prepare budget transfers by responsibility center as authorized; make adjusting entries and balance.

Prepare, process, and balance accounts payable; establish check runs and ensure proper ordering and timeliness of runs; coordinate with other departments and vendors to meet specific needs and issues; prepare tax reports; coordinate with Vice President for Business and Finance the release of checks to insure the availability of funds.

Research and analyze specific problems in the preparation of assigned reports.

Reconcile and balance assigned accounts and funds against the general ledger.

Prepare and maintain daily reports and records of money received on a daily basis; verify, code, calculate and receipt all monies.

Post on computer to general ledger all accounts receivables; balance revenues receipted and prepare bank deposits.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Accounts Technician** (Continued)

Assist students at the front counter; collect monies; issue receipts; provide information regarding student account status.

Advise and inform other divisions and departments on accounting policies and procedures; answer questions concerning assigned accounting activities.

Prepare petty cash funds for registration activities at on and off-campus locations.

Balance cash and agree to daily computer recaps.

Perform cashiering duties and assist and provide information to students during registration. Provide leadership role during registration in training other cashiers and balancing funds at the end of the day.

Perform related duties as assigned.

IV-14.20.4      QUALIFICATIONS

IV-14.20.4.1    Knowledge of:

General accounting and auditing principles and practices.

Applicable Federal, State and Local policies, procedures, rules and regulations.

Modern office methods, practices and procedures.

Operational characteristics of a computer remote terminal and related peripheral equipment.

Operational characteristics of personal computers and software packages, spreadsheets and word processing.

IV-14.20.4.2    Ability to:

Apply accounting and auditing principles and procedures. Analyze and interpret data and draw sound conclusions.

Prepare clear, complete, and concise reports.

Communicate effectively and tactfully, both orally and in written form.

Interpret Local, State or Federal level policies; procedures, regulations and/or guidelines.

Apply and administer the College's accounting policies and procedures.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Accounts Technician** (Continued)

IV-14.20.4.3 Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience performing technical and clerical accounting work.

Training:

An Associate degree from an accredited college in accounting, or a related field; or equivalent.

## ***IV-14.21 Senior Audio Visual Technician***

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### IV-14.21.1      DEFINITION

To recommend the purchase of, schedule, distribute, and maintain audiovisual equipment and video conferencing equipment at multiple locations. Respond to and meet the audiovisual needs of Media Services staff, the FTCC faculty, and administrative staff. Support may include, but is not limited to, the maintenance of digital media equipment including photography, video, video conferencing, and web content support including streaming, classroom audiovisual equipment and related materials.

### IV-14.21.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Media Services.

Exercises indirect supervision over assigned professional, technical and clerical staff assigned to the Special Services Section of Media Services.

### IV-14.21.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Manage, direct and organize the activities of the Special Services Unit of Media Services.

Design and specify equipment required for the construction of video conferencing facilities to include codecs, cameras, audio systems, lighting, and computer accessories.

Supervise vendors and contractors during the installation of video-conferencing equipment necessary for distance learning.

Maintain, check, repair, and ensure all video-conferencing equipment in all FTCC video-conference facilities is working properly and the instructors who use these rooms are properly trained to use the equipment.

Recommend appropriate equipment purchase of audio, video, digital recording and web streaming equipment. This includes but is not limited to video cameras, microphones, audio and video recording equipment, digital devices.

Adjust, check and maintain all studio production equipment to include audio, video, lighting, photographic, and control room VCR's, cameras, switchers and other production devices.

Adjust, check and maintain satellite dishes, receivers, positioners and monitors.

Work with Media Production staff in the development of audio-visual materials used in an educational environment.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Audio Visual Technician** (Continued)

Distribute, set up and operate a variety of audio-visual equipment including computers and video projectors, tape recorders, and VCR's as required.

Identify maintenance and repair problems that require special repair facilities and recommend procedures to accomplish the repair.

Direct, oversee and participate in the development of the unit work plan, assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Coordinate assigned activities with administrators, faculty, students and other College divisions and departments.

Participate in recommending the appointment of personnel; provide or coordinate staff training, work with employees to correct deficiencies, implement discipline procedures; recommend employee terminations.

Prepare and maintain equipment and related materials scheduling and usage records.

Perform related duties as assigned.

IV-14.21.4      QUALIFICATIONS

IV-14.21.4.1    Knowledge of:

Operating practices and techniques of a full range of audio-visual equipment including computers and data projectors, video conferencing equipment including codecs, digital VCR's, broadcast video cameras, satellite systems, cable head end systems and general studio production equipment.

Portable sound systems including microphone types and uses, speaker placement, sound console operation, and the operation of other sound control devices including compressors, limiters, and effects devices.

General principles of operation, maintenance and repair of computers related to multi-media instructional and digitizing applications.

General principles and practices of supervision and training.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Audio Visual Technician** (Continued)

IV-14.21.4.2     Ability to:

Coordinate and schedule the usage of a variety of audio visual equipment and materials.

Troubleshoot, repair and maintain a wide variety of audiovisual and media production equipment.

Assist faculty and administrative staff in the operation of audio-visual equipment, computers, and data displays.

Maintain detailed records and schedules

Communicate effectively via email, orally and in writing reports.

Lift 20 pounds, stoop and bend.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-14.21.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience with computers and server systems, electronic equipment repair and maintenance, or similar background and experience or Associates Degree in Electronic Equipment Maintenance, Media Computer Integration or equivalent field including 2 years of supervisory experience.

Training:

Associates Degree in Electronic Equipment Maintenance, Media Computer Integration or equivalent field.



## ***IV-14.22 Senior Network Communications Technician***

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### IV-14.22.1      DEFINITION

To support a variety of technical and skilled tasks in maintaining the campus wide network, peripheral network equipment, operation of computers, computer peripheral equipment, and other data processing equipment required to process and maintain on-line network system.

### IV-14.22.2      SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Network Communications Manager.

### IV-14.22.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Install and maintain Windows NT Servers and Workstations.

Install and maintain GroupWise electronic mail systems.

Administer SUN1000 Network Printers.

Install, program and maintain Network electronic equipment.

Install and maintain Campus Firewall System.

Install and maintain Novell Network Servers.

Install and maintain campus wide Network systems.

Maintain software and hardware of administrative PC systems.

Assist in the design and installation of Network wiring.

Perform related duties as assigned.

### IV-14.22.4      QUALIFICATIONS

#### IV-14.22.4.1      Knowledge of:

Advanced network design and implementation.

3Com network electronics equipment.

Windows NT Server and Workstation Operating Systems.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Network Communications Technician** (Continued)

Novell NetWare servers.

Network design and management of hardware and software.

Methods and procedures for wiring of fiber optic, RJ45 CAT5, wire patch panels and termination of fiber optic and CAT5 cabling.

TCP/IP and IPX communications protocol.

Unix operating systems and hardware.

IV-14.22.4.2    Ability to:

Analyze and resolve network problems.

Maintain and manage an extensive mail system.

Solve technical problems.

Establish and maintain working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-14.22.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience in maintaining local area networks.

Training:

An Associate degree from an accredited college in Network Communications Technology or equivalent.

## ***IV-14.23 Systems Administrator Technician***

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### IV-14.23.1      DEFINITION

To work as an assistant to the Systems Administrator; to assist with the daily system administration, monitoring, and maintenance of the College's primary administrative and business server applications and hardware.

### IV-14.23.2      SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Systems Administrator.

### IV-14.23.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist with the system administration activities of the primary business server.

Assist with performing diagnostics and monitoring of the administrative server environment to maintain an efficient and secure environment.

Assist with maintaining operating system and application software release levels in the administrative server environment as published by vendors.

Perform daily, weekly, monthly backups of server environments; maintain off-site backup libraries.

Assist in the administration of the integrated IVR (telephony) server.

Assist in the administration of the College's document imaging and data warehousing environment.

Assist in the administration of Datatel's Web Services: Web Advisor.

Assist in maintaining documentation that describes the administrative server environment and all operational procedures.

Perform related duties as assigned.

### IV-14.23.4      QUALIFICATIONS

#### IV-14.23.4.1      Knowledge of:

Networking concepts.

Internet technologies necessary for server implementation, configuration, maintenance, and security.

Secure server technologies necessary for E-Commerce.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Systems Administrator Technician** (Continued)

Principles of Client Server technologies.

Principles of Windows and UNIX server administration.

Principles of database technology.

Basic knowledge of the College environment and the use of technology to support the business and administrative activities of the College.

IV-14.23.4.2    Ability to:

Read, interpret and apply complex technical manuals, publications, and other documents.

Analyze and interpret data to identify problems and possible solutions.

Communicate clearly and concisely, both orally and in writing.

Perform basic system administration tasks on a variety of hardware platforms.

Maintain an effective working relationship with the Networking function of the Department.

Maintain an effective working relationship with the areas of the College responsible for the academic web functions.

IV-14.23.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year experience in the following hardware and software: Windows server, Sun systems and UNIX (Solaris).

Training:

An Associate degree in Networking, System Administration, or Programming.

Preferred: Associate degree with an emphasis on Server and Network Administration.

## ***IV-14.24 Telephone Systems Technician***

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### IV-14.24.1      DEFINITION

To monitor and provide technical assistance for campus telecommunications and networking systems. To assume lead supervisory responsibilities over designated functions such as mail services and switchboard operations. To provide responsible assistance to higher level department staff. Assist with the duties and responsibilities of the switchboard and plant operations.

### IV-14.24.2      SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Facilities Services.

Exercises technical and functional supervision over assigned clerical staff.

### IV-14.24.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Instruct and assist users on the proper operation of telecommunication and voice mail systems.

Maintain all records and logs related to the telecommunications systems.

Set up and maintain voice mail mailboxes.

Generate telecommunication work requests, provide assistance to telephone company representative.

Administer cost accounting system, provide technical reports, and inquires. Establish parameters and programming.

Assist in the revision, production, and distribution of campus and local telephone directory.

Assist switchboard operator as required.

Assist Plant Operations Department as required.

Serve in a supervisory capacity over switchboard and mailroom functions.

Correspond and distribute information and files using the College networking system.

Prepare written reports, supply requests, and fiscal year budget requests for designated departments.

Maintain, issue and implement the campus keying system and hardware.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Telephone System Technician** (Continued)

IV-14.24.4      QUALIFICATIONS

IV-14.24.4.1    Knowledge of:

ASC II and non ASC II formats.

Voice and data applications in telecommunications field.

Modern office procedures, methods, management, accounting, and record keeping.

Policies and procedures of utility companies.

Computer operating systems and commands.

IV-14.24.4.2    Ability to:

Work cooperatively and professionally with those contacted in the course of work.

Perform and facilitate proper actions regarding telephone repairs and procedures.

Resolve problems and conflicts.

Compile and maintain accurate and complete records and reports.

Operate computer and other standard office equipment.

Communicate effectively.

Train personnel in system operation.

Interpret and apply college policies and procedures.

IV-14.24.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience in telecommunications industry field.

Training:

Completion of the twelfth grade, or equivalent.

## ***IV-14.25 Veterans Services Technician***

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### IV-14.25.1      DEFINITION

To perform complex and varied technical work related to providing student assistance in the Veterans Services Office; to provide information to students, faculty, and staff on veterans programs and services; and to act as a certifying official for veterans educational benefit programs.

### IV-14.25.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Veterans Service Coordinator.

Exercises no supervision.

### IV-14.25.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Greet Veterans Services Office visitors; respond to informational requests on programs and services; answer telephones; receive and route mail.

Assist the Veterans Services Coordinator in development of processes and procedures.

Perform intake sessions with potential students, advising them of school, VA and state requirements for the use of the GI bill.

Maintain knowledge of VA and state regulations to include reviews and updates of changes as they pertain to certification of veterans.

Process compliance checks through file reviews and initiate corrections/changes.

Participate in Compliance Survey by VA and supervisory visits by State Approving Agency.

Assist in catalog approval process for State Approving Agency.

Attend training sessions, meetings, conferences when appropriate.

Review and suggest changes or corrections in policy to ensure state and VA compliance.

Process federal funding applications and reports.

Assist in the development and maintenance of efficient and reliable data management systems.

Maintain knowledge of PRIME programs as they pertain to Veterans Services Office functions.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Veterans Services Technician** (Continued)

IV-14.25.4      QUALIFICATIONS

IV-14.25.4.1    Knowledge of:

Federal and state laws as they pertain to the certification of veteran students.

The various chapters of educational benefits under VA and to which students they will apply.

Operational characteristics of computers and related equipment.

Office procedures and methods.

Information sources available.

Business letter writing and English usage, spelling, grammar and punctuation.

IV-14.25.4.2    Ability to:

Perform responsible technical and clerical work.

Interpret and apply policies and procedures and make suggestions for improved processes.

Use standard office equipment including typewriter, telephone system, and computer equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work cooperatively with other department, divisions, and officials of the college and Veterans Administration.

Work independently in the absence of immediate supervisor.

IV-14.25.4.3    Experience and Training Guidelines:

Experience:

Two years of responsible clerical work including heavy public contact.

Training:

An Associate degree from an accredited college in a business-related field, or equivalent.



## ***IV-14.26 Warehouse Technician***

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### IV-14.26.1      DEFINITION

To coordinate and participate in the shipping and receiving of a wide variety of materials, supplies, and commodities; to assume responsibility for the daily operations of the central warehouse; to verify receipt of merchandise; and to maintain appropriate records and files.

### IV-14.26.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Property Control and Services Supervisor.

Exercises no supervision.

### IV-14.26.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

#### **AACC and Lumina**

Coordinate the daily operations of the central warehouse.

Receive and unload incoming freight; open shipments and verify contents and quantities; complete and maintain receiving forms and records.

Review purchase orders for accuracy and completeness; assess future workload and storage space requirements.

Compare invoice information with that on purchase orders; note and follow up on discrepancies.

Contact vendors and supplies to correct shortages and deficiencies; work with suppliers to replace damaged shipments.

Re-package and distribute merchandise to appropriate personnel.

Prepare incorrect, defective, or returned merchandise for return to vendors; prepare appropriate shipping forms; contact shippers for pick-up as necessary.

Maintain warehouse facilities in an organized and orderly manner.

Maintain warehouse inventory records and files; review and forward receiving documents for data entry.

Provide information to the public regarding sale of surplus College property.

Participate in annual inventory activities.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Warehouse Technician** (Continued)

IV-14.26.4      QUALIFICATIONS

IV-14.26.4.1    Knowledge of:

Practices, procedures, equipment, and terminology used in warehouse, shipping and receiving operations.

Supplies, equipment, and materials commonly utilized in educational institutions.

Modern office methods, practices and procedures.

College purchasing and inventory control policies, procedures, and practices.

Inventory and record keeping procedures.

Locations of College departments, divisions, offices, and facilities.

IV-14.26.4.2    Ability to:

Coordinate a comprehensive shipping, receiving, and warehousing operation.

Maintain accurate inventory records and files.

Lift and carry heavy objects.

Operate a forklift, hoist, and pallet jack.

Interpret and apply applicable policies, procedures, rules, and regulations.

Follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively, both orally and in writing.

IV-14.26.4.3    Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of warehousing, shipping and receiving experience.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Warehouse Technician** (Continued)

Training:

Completion of the twelfth grade, or equivalent.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid North Carolina driver's license.



***ASSISTANTS***



## ***IV-15.1 Administrative Assistant to the President***

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### **IV-15.1.1 DEFINITION**

Provide administrative assistance and support to the College President and the Board of Trustees. Assist in the coordination of the general operations of the President's office.

### **IV-15.1.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the College President.

Exercises administrative supervision over the Secretary to the President.

### **IV-15.1.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Perform complex and confidential administrative assistance and support including responding to correspondence of a routine nature for the President and Board of Trustees.

Notify Board members and members of the press of all meetings subject to the Open Meetings Laws.

Assist in preparing the agenda for the Board of Trustees. Attend meetings of the Board of Trustees and the Board's Standing Committees. Take and transcribe minutes of meetings; prepare and disseminate minutes to appropriate personnel.

Prepare travel requests, make travel arrangements, schedule appointments, and complete Requests for Travel Reimbursement forms for the President and Board of Trustees.

Process and maintain confidential and sensitive information.

Assist the President with routine administrative responsibilities as required. Screen calls and visitors, answer inquiries and respond to requests for information.

Interpret College policies, rules, and regulations, provide information in response to complaints, and/or refer to appropriate personnel.

Act as liaison between the President and students, faculty, staff, Board of Trustees, and general public as required.

Maintain President's daily schedule and appointment calendar.

Prepare full-time contracts for administrators, faculty and staff.

Attend meetings of the Executive Council; take and transcribe minutes of the meetings and disseminate minutes to appropriate personnel.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Administrative Assistant to the President** (Continued)

Assist in the coordination of events, programs and meetings.

Maintain the permanent record of agendas, minutes and supportive material for the Board of Trustees to be kept in the archives. Maintain and keep the By-Laws for the Board of Trustees current.

Verify the school credit card charges and attach necessary paperwork/receipts for payment.

Provide assistance to the President for Community and State organizations.

Coordinate assignments for the Secretary to the President.

Perform related duties as assigned.

IV-15.1.4      QUALIFICATIONS

IV-15.1.4.1      Knowledge of:

College policies and procedures.

English usage, spelling, grammar and punctuation.

Standard administrative and organizational procedures.

Open Meetings Laws, Interpretation and Application.

Basic accounting principles.

IV-15.1.4.2      Ability to:

Maintain confidentiality.

Effectively handle simultaneous projects and activities.

Operate computer and other standard office equipment.

Take and transcribe dictation.

Maintain records, documents, and complex filing system.

Communicate effectively, both orally and in writing.

Independently respond to correspondence and requests for information.

Establish and maintain effective working relationship with those contacted in the course of work.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Administrative Assistant to the President** (Continued)

IV-15.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly administrative and secretarial experience.

Training:

Completion of the twelfth grade supplemented by specialized secretarial training or equivalent or four years of experience with an Associate Degree in Office Technology or related field. An Associate degree is highly desirable.

## ***IV-15.2 Administrative Assistant to the Vice President for Business and Finance***

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### IV-15.2.1 DEFINITION

To provide technical expertise and assistance to the Vice President for Business and Finance. To assist in planning, organizing and directing the activities within the Office of Business and Finance. To research, collect, analyze and summarize fiscal and statistical data. To compile data, design and prepare statistical spreadsheets and reports utilizing the microcomputer system.

### IV-15.2.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Vice President for Business and Finance.

May exercise technical and functional supervision over non-permanent staff.

### IV-15.2.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Collect, compile, key and prepare a variety of financial reports utilizing word processing and spreadsheet software applications.

Review, research and summarize a variety of fiscal, statistical and administrative data; prepare related reports, schedules and calendars.

Acquire and prorate monthly interest utilizing spreadsheet software applications.

Maintain and update FTCC employee compensation study computerized and hard copy files and provide reports as requested.

Maintain, balance and reconcile manual records of all cash transactions for all fund sources.

Develop and maintain a system for monitoring dues and memberships. Verify, review, coordinate and process all related codes and paperwork.

Operate microcomputer system to produce a variety of financial reports and summary data; update and maintain data files.

Assist in maintaining and trouble shooting PC Software within the Office of Business and Finance.

Maintain master files of Official College records; copy and distribute materials to appropriate staff.

Collect data and prepare appropriate journal entries for certifications, interest, and returned checks.

Maintain and validate budget spreadsheets with the county; request funds and reimbursements.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Administrative Assistant to the Vice President for Financial Services (Continued)**

Maintain a daily calendar of meetings for the Vice President for Business and Finance. Responsible for maintaining a key control system within the Office of the Vice President for Business and Finance.

Analyze requirements for equipment and supplies; initiate paperwork and monitor receipt of items.

Compare and verify accuracy between FTCC and NCCCS reports.

Prepare and track invoices for companies to be billed. Receipt checks and maintain files of billings.

Assist in screening, evaluating and interviewing potential staff as required.

Maintain master files of Official College records, copy and distribute materials to appropriate staff.

Prepare finance board meeting agenda and packets for monthly board meetings.

Design and maintain presentations comprising spreadsheets and charts.

Develop, maintain and coordinate the printing of a variety of financial reports.

Prepare transmittals for receipts as needed.

Coordinate and implement book list sales.

Assist in registration, receipt student payments in system.

Type and proofread a wide variety of reports, letters, memos and statistical charts; independently compose correspondence related to responsibilities assigned.

Perform related duties as assigned.

IV-15.2.4      QUALIFICATIONS

IV-15.2.4.1      Knowledge of:

Spreadsheet, Word Processing and PowerPoint software packages.

Principles of small computer systems and program design.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Data collection and reporting methods and procedures.

English usage, spelling, grammar and punctuation.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Administrative Assistant to the Vice President for Financial Services (Continued)**

Business letter writing and composition.

Modern office operations, methods, procedures and equipment.

Priorities, goals, and objectives of the College.

IV-15.2.4.2     Ability to:

Apply basic mathematical and accounting concepts to problem solving.

Write reports and design spreadsheets and slides.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Independently prepare correspondence and memorandums.

Coordinate meetings and activities involving all areas and functions of the college.

Interpret and apply College policies and procedures.

Work cooperatively with other departments, College officials and outside agencies.

Work independently in the absence of supervision.

IV-15.2.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in administrative support involving advanced knowledge of a variety of microcomputer software applications.

Training:

An Associate degree from an accredited college in business or a related field with a concentration in computer courses; or equivalent.

### ***IV-15.3     Assistant Registrar/Curriculum***

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#### **IV-15.3.1            DEFINITION**

To assist in the planning, organization and supervision the College's registration and student records services; to actively participate in registration activities with faculty, staff and other College divisions and departments; and to perform a variety of technical tasks relative to registration.

#### **IV-15.3.2            SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Registrar/Curriculum.

Exercises technical and functional supervision over clerical staff.

#### **IV-15.3.3            ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Lead and participate in the registration of students for College courses and in the maintenance of student records.

Assist in the coordination and supervision of the registration process including monitoring the registration of students, publication of class schedules, and information dissemination and verification.

Monitor operations and activities of records and registration function; recommend improvements and modifications; prepare various reports on operations and activities.

Assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective registration and student records services; implement policies and procedures.

Lead and participate in the maintenance of an automated registration and student records system; establish procedures; advise staff in appropriate systems administration and maintenance procedures.

Interpret, apply and assist in ensuring staff compliance with College policies and procedures, and federal and state laws and regulations pertaining to disclosure of student information.

Maintain documentation covering registration and records policy and office procedures; compile and maintain a variety of statistical records and reports.

Assist in the coordination of assigned registration activities with those of faculty, administrative staff and other College divisions and departments.

Confer with and provide staff assistance and advice to higher level College staff as assigned; develop, prepare and present recommendations and reports as requested.

Personally perform the more complex registration issues including determining State resident status of

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Registrar/Curriculum** (Continued)

enrolling students, counseling students regarding system requirements and procedures, and auditing of final class registration listings.

Answer questions and provide information to students and the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the selection of staff; provide or participate in staff training; work with employees to correct deficiencies.

Serve as Acting Registrar/Curriculum in the absence of the Registrar/Curriculum.

Schedule the production and distribution of the computer output for the registration and records unit.

Perform related duties as assigned.

IV-15.3.4      QUALIFICATIONS

IV-15.3.4.1      Knowledge of:

State and federal laws and regulations pertaining to student registration, records, and transcripts.

Principles of basic fiscal and statistical record keeping.

Manual and computerized data base systems and applications.

Principles of supervision including employee training and performance evaluation.

IV-15.3.4.2      Ability to:

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Effectively assist in developing, implementing and evaluating programs and strategies designed to provide effective student records and registration services.

Assist in the training, supervision and evaluation of assigned staff.

Interpret and apply College policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Assistant Registrar/Curriculum** (Continued)

Compile and maintain accurate and complete records and reports.

IV-15.3.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience involving student registration and records activities.

Training:

An Associate degree from an accredited college in business administration, records management or a closely related field; or equivalent.

## ***IV-15.4 Bookstore Assistant***

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### IV-15.4.1 DEFINITION

To perform a wide variety of responsible technical and clerical work in support of the bookstore operations involving primarily the cashiering function; to provide support to students, faculty and administrative staff relative to the location and purchase of textbooks and supplies; and to provide general support to other bookstore staff, as required, to facilitate the smooth operation of the bookstore.

This is the full journey level class within the Bookstore Assistant series. Employees at this level perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions at this level are distinguished from the Senior Bookstore Assistant in that the latter is responsible for overseeing either the purchasing and processing of textbooks and supplies or the receipt, inventory and display of the same. The role of the Bookstore Assistant is more procedural in nature and involves primarily the cashiering function for the Bookstore.

### IV-15.4.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Bookstore Supervisor.

May exercise technical supervision over part-time clerical staff.

### IV-15.4.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide general support to students, faculty and administrative staff relative to the location and price of textbooks, supplies and related materials within the bookstore.

Assist students, faculty and administrative staff with the purchase of selected items; operate the cash register; process faculty and staff purchase order charges.

Participate in merchandising of bookstore stock in area of responsibility; ensure that books and merchandise are categorized and displayed in an attractive manner to optimize sales.

Process financial aid charge students; ensure purchases fall within scope of financial aid awards; maintain appropriate paperwork.

Balance daily cash receipts; balance and run tapes on all charge tickets.

Work with customers to resolve minor problems and complaints to ensure optimal customer service.

Run approved refunds through the cash register.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Bookstore Assistant** (Continued)

Identify and prepare supply orders for restock; submit supply orders to appropriate management staff.

Set up and prepare cash registers for new inventories as appropriate; prepare list of commonly purchased supply items and the respective price for easy reference at the cash register.

Assist in making recommendations and/or modifications that will improve operation of bookstore and provide the best services for customers.

Maintain cleanliness of counters and other work spaces within the bookstore.

Assist students with malfunctioning vending machines; refund lost change; contact responsible vendor to correct malfunction.

Provide general support to other staff within the bookstore as required to ensure the smooth functioning of all activities.

Perform related duties as assigned.

IV-15.4.4      QUALIFICATIONS

IV-15.4.4.1      Knowledge of:

Operational characteristics of a cash register.

Basic bookkeeping and mathematic principles.

English usage, spelling, grammar and punctuation.

General office methods and practices.

IV-15.4.4.2      Ability to:

Operate a cash register with speed and accuracy.

Operate a 10-key calculator.

Balance figures and maintain accurate records.

Interpret and apply bookstore policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Perform a variety of office support work.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Bookstore Assistant** (Continued)

IV-15.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible accounting clerical experience involving heavy public contact.

Training:

Completion of the twelfth grade, or equivalent.

## ***IV-15.5 Library Assistant***

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### IV-15.5.1 DEFINITION

To perform a wide variety of technical and clerical library work in support of activities such as circulation, reference services, serials, and technical services.

This is the full journey level class within the Library Assistant series. Employees within this class perform the full range of duties as assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Library Assistant in that the latter is responsible for coordinating and directing a library support function such as circulation, technical services, or serials.

### IV-15.5.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Library Services and functional supervision from assigned Senior Library Assistant.

Exercises no supervision.

### IV-15.5.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Respond to requests for information; assist patrons in locating materials.

Process both outgoing and incoming library materials; maintain appropriate records and files to ensure proper inventory of the College's collection.

Interpret and apply established Library policies; provide direct assistance to patrons in person and on the telephone.

Maintain collection of sample periodicals; request gratis publications from publishers; route sample periodicals to faculty and staff.

Process new and updated publications into the collection; replace outdated issues with current issues; pull periodicals when replaced by microfilm shipment or bindery shipment.

Handle requests for unbound periodicals; pull periodicals from oblique files.

Inventory and reorder lost books and materials; maintain circulation statistics.

Provide telephone reception; refer calls to appropriate functions; provide general Library information.

Notify both students and faculty regarding overdue materials.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Library Assistant** (Continued)

Bill student accounts for overdue and lost materials; research cost of missing materials; maintain records and statistics of lost materials.

Reserve and check-out audio-visual materials to students and faculty; prepare materials and equipment for return to the collections.

Assist students, faculty, staff and other patrons in selecting and using microfilm and audio-visual equipment.

Coordinate with media services the checking-in and out of materials and equipment.

Maintain detailed records and statistics regarding the activities of the audiovisual center.

Assist in the processing and maintenance of library materials, serials, equipment and supplies.

Maintain up-to-date listing of available free loans, previews and rentals from vendors with pertinent ordering information.

Assist with the cataloging of books, serials, audio visual materials and equipment.

Compile statistics and data; prepare summary reports and lists.

Maintain various manual and computerized files and records; enter information into computerized data base; update and revise as required.

Perform related duties as assigned.

IV-15.5.4      QUALIFICATIONS

IV-15.5.4.1      Knowledge of:

General library procedures and services provided to faculty and students.

Modern office methods, practices and procedures.

Basic arithmetic principles.

English usage, grammar, spelling and punctuation.

Computers and related peripheral equipment.

IV-15.5.4.2      Ability to:

Perform a variety of technical and clerical library work with speed and accuracy.

Assist patrons in the location and use of library materials.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Library Assistant** (Continued)

Operate a word processor and other common office machines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-15.5.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of general clerical experience, preferably within a library setting.

Training:

Completion of the twelfth grade, or equivalent.

## ***IV-15.6 Public Relations and Marketing Assistant***

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### IV-15.6.1 DEFINITION

To perform responsible administrative duties in support of the College's public relations program including the composition and lay-out of a variety of internal and external publications and announcements; to assume significant responsibility for coordinating major activities, functions and programs; and to perform administrative and clerical tasks in support of assigned activities.

### IV-15.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Public Relations and Marketing.

Exercises no supervision.

### IV-15.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Coordinate a variety of community relations functions, activities and publications with faculty, College administrative staff and outside organizations.

Act as a liaison between faculty, administrative personnel and/or outside organizations in the carrying out of assigned functions.

Compose, lay out, edit and produce a variety of internal and external communications including news releases, announcements, newsletters and bulletins.

Prepare and place College advertising, both in print and electronic media.

Coordinate with faculty, administrative staff, photographers and others the scheduling of a variety of College publications including catalogs, schedules, bulletins, brochures and various other marketing materials.

Establish time lines and schedules to complete publications and brochures within a given time frame; coordinate schedules and deadlines with faculty and other involved parties; follow up to ensure that necessary articles, course offerings and narratives are received in a timely manner.

Coordinate large events, programs and meetings including ordering food, coordinating facilities, preparing materials and agendas, and notifying members and guests.

Provide general information to the public, students, faculty and outside organizations on assigned activities.

Perform administrative and clerical tasks in support of assigned activities including updating files and documents, processing forms and requests for information, and preparing and distributing correspondence.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Public Relations and Marketing Assistant** (Continued)

Perform related duties as assigned.

IV-15.6.4      QUALIFICATIONS

IV-15.6.4.1      Knowledge of:

Standard administrative and organizational procedures.

General concepts and methods of marketing and public relations.

Modern office methods, practices and procedures.

English usage, spelling, grammar and punctuation.

IV-15.6.4.2      Ability to:

Effectively handle and coordinate simultaneous projects and activities.

Compose effective written materials and publications.

Coordinate a variety of details with different organizations, groups and staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Prepare informational and statistical reports.

Operate a personal computer to include word processing, desktop publishing, e-mail, and other applications.

Type at a speed necessary for adequate job performance.

IV-15.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible administrative and staff support work involving heavy public contact and significant coordination responsibilities.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Public Relations and Marketing Assistant** (Continued)

Training:

An Associate degree from an accredited college or university supplemented by specialized training in the areas of design, lay-out, journalism, communications or a closely related field; or equivalent.



## ***IV-15.7 Senior Bookstore Assistant***

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### IV-15.7.1 DEFINITION

To perform responsible support activities within the bookstore operation involving either the purchasing, display and sale of textbooks and student supplies or the receipt, pricing, and inventory maintenance of textbooks and student supplies; to assist in planning and supervising the development and administration of the College Bookstore; and to perform a variety of technical tasks relative to assigned area of responsibility.

This is the advanced journey level class in the Bookstore Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including overseeing and coordinating a major activity within the bookstore, auditing and verifying records and merchandise, and providing responsible assistance to the Bookstore Supervisor related to the ongoing administration of the bookstore. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### IV-15.7.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Bookstore Supervisor.

Exercises direct and indirect supervision over technical and part-time staff assigned to the bookstore.

### IV-15.7.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, assign and supervise the work of full and part-time staff in the operational and financial activities of the campus and satellite bookstores.

Maintain updates on Course work and Booklog computer software.

Participate in the development, planning and implementation of goals and objectives as well as policies and procedures necessary to provide Bookstore services to College students and staff.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Schedule, maintain and train as necessary for buyback.

Coordinate the distribution and/or sales activities of the College Bookstore; develop employee schedules taking into account hours of operation and customer traffic patterns; ensure optimal customer service; resolve customer problems and complaints.

Review and make recommendations for area of work improvements, for policies and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Bookstore Assistant** (Continued)

Place orders for textbooks and student supplies; negotiate and review purchase agreements; direct and participate in pricing materials and supplies.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services to the College and assist in implementing policies and procedures.

Participate and recommend in the interview and hiring of part-time temp staff to assist during registration.

Meet and confer with sales representatives as assigned; compare costs and evaluate the quality and suitability of textbooks and student supplies; identify for review by the Bookstore Supervisor and purchase merchandise which fulfills the goals and objectives of the College Bookstore.

Research titles for the most current editions, price, publisher ordering policy, and availability of text; select appropriate vendors; determine most effective method of placing orders.

Coordinate bookstore activities with faculty, administrative staff and other College departments to ensure that textbooks and supplies carried meet the academic needs of the student population.

Coordinate with academic departments the textbook and special book request orders for each class scheduled by the College or satellite campuses.

Keep abreast of FA Link and reports and ensure system is working properly.

Participate in and coordinate the merchandising of Bookstore stock in assigned area of responsibility; ensure that books and other merchandise are categorized and displayed in an attractive and appropriate manner which optimizes Bookstore sales.

Coordinate ordering and processing of textbooks and student supplies; negotiate and review purchase or return agreements; direct and participate in pricing materials and supplies.

Coordinate purchasing with bookstore warehouse operations; ensure that adequate inventory levels are maintained; follow-up on outstanding and back ordered merchandise; investigate shipping discrepancies.

Oversee and participate in the development of the bookstore's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate methods and procedures.

Process the return of unsold merchandise and textbooks; track and record sales activities for specific merchandise; ensure that credit is awarded by vendor receiving returned merchandise.

Ensure that merchandise is stored in an organized and appropriate manner and that appropriate inventory records are maintained.

Participate as a member of the Bookstore management team; research and prepare detailed recommendations and reports on a variety of Bookstore management topics.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Bookstore Assistant** (Continued)

IV-15.7.4      QUALIFICATIONS

IV-15.7.4.1      Knowledge of:

Purchasing practices and methods, particularly as they relate to bookstore services.

Warehousing and inventory control practices and methods.

Principles and practices of record keeping.

Modern office methods, practices and procedures.

Applicable College regulations, practices and policies.

IV-15.7.4.2      Ability to:

Effectively oversee and participate in purchasing, merchandising and/or warehousing activities within the bookstore.

Effectively purchase a variety of professional reference publications, textbooks, and other Bookstore merchandise.

Evaluate the buying patterns involved in the retailing of professional publications, textbooks and other bookstore merchandise.

Maintain appropriate inventory levels of textbooks and supplies.

Interpret and apply College policies, procedures, rules and regulations.

Train and supervise part-time, temporary staff.

Communicate clearly and concisely, both orally and in writing.

Establish effective working relationships with College employees, students, vendors and the general public.

IV-15.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Bookstore Assistant** (Continued)

Experience:

Three years of progressively responsible warehousing, accounting clerical and/or purchasing experience, preferably within a bookstore setting.

Training:

Completion of the twelfth grade supplemented by general office training; or equivalent.

## ***IV-15.8 Senior Library Assistant***

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### **IV-15.8.1 DEFINITION**

To coordinate, direct and participate in a major support activity of the library such as circulation, technical services or serials; and to perform a wide variety of highly complex technical and clerical library work related to assigned activities.

This is the advanced journey level class in the Library Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including coordinating and directing assigned support activities and performing highly complex, multifaceted duties related to assigned area of responsibility.

### **IV-15.8.2 SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director of Library Services and functional supervision from assigned Librarian.

Exercises technical and functional supervision over assigned library and student assistants.

### **IV-15.8.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Coordinate, participate and direct assigned support activities including either circulation, technical services or serials.

Prepare schedules to assume proper coverage and support in assigned area.

Train, assign and review the work of assigned library and student assistants; insure that proper policies and procedures are followed and maintained.

Respond to and handle the most complex issues and problems within the work unit.

Compile statistics and data; prepare summary reports and lists.

Develop and organize special projects for assigned staff; assist staff with special project and research work.

Maintain various manual and computerized files and records; enter information into computerized data base; update and revise as required.

In addition, when assigned to Circulation:

Oversee the work of assigned library and student staff.

Provide direct assistance to patrons in person and on the phone regarding directional, location, and routine

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Library Assistant** (Continued)

reference help.

Interpret and apply Library policies.

Bill student accounts for lost and late materials, maintain records and statistics of lost material.

Resolve patron complaints regarding disputed fines and other Library charges; adjust account if necessary.

Perform related duties as assigned.

In addition, when assigned to Technical Services:

Oversee the work of assigned library and student staff.

Process new books into collection including unpacking, accessing, and checking catalog card sets.

Monitor accuracy and completeness of shipments; claim incomplete orders.

Process direct order books from the publishers.

Search Book Publishing Record for cataloging information; order and/or prepare catalog cards for direct order books.

Process books to be discarded; participate in yearly book sale.

Enter data pertaining to new titles; revise title information for discarded books.

Perform related duties as assigned.

In addition, when assigned to Serials:

Oversee the work of assigned library and student staff.

Maintain the Library's serials collection including magazines, newspapers, supplements, loose-leaf, microfilm and microfiche.

Follow up with publishers regarding delinquent periodicals; maintain records of correspondence.

In addition, when assigned to Serials:

Check in, file and reshelve all periodicals; hang newspapers and process supplements.

Circulate and route periodicals.

Perform related duties as assigned.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Senior Library Assistant** (Continued)

IV-15.8.4      QUALIFICATIONS

IV-15.8.4.1      Knowledge of:

Standard library procedures including circulation and acquisitions processing.

Modern office methods, practices and procedures.

Basic arithmetic and accounting principles.

English usage, grammar, spelling and punctuation.

Computers and related peripheral equipment.

IV-15.8.4.2      Ability to:

Perform a variety of advanced technical and clerical library work with speed and accuracy.

Direct the activities of the library support function to which assigned.

Assist patrons in the location of library materials.

Supervise and train part-time staff and student assistants.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-15.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in the area of technical library services to which assigned.

Training:

Completion of the twelfth grade supplemented by general office training; or equivalent.





***CLERICAL AND SECRETARIAL***



## ***IV-16.1     Administrative Secretary***

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### **IV-16.1.1         DEFINITION**

To perform a wide variety of responsible and complex secretarial, clerical and routine administrative duties for a Dean or senior level College management staff member.

### **IV-16.1.2         SUPERVISION RECEIVED AND EXERCISED**

Receives direction from a Dean or other senior level college administrator.

May exercise technical and functional supervision over assigned clerical staff.

### **IV-16.1.3         ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Prepare and proofread a wide variety of reports, letters, memos and statistical charts; independently compose correspondence related to responsibilities assigned.

Participate in the duties relating to administration of a division; may assist in preparing comprehensive reports, preparing minutes of meetings, compiling annual budget requests and recommending expenditure requests for designated accounts.

Manage office support functions; coordinate the work activities of secretarial and clerical support staff on projects requiring division-wide input; review work for accuracy.

Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; monitor budget as assigned; recommend improvements in work flow, procedures and use of equipment and forms.

Coordinate and participate in a variety of office operations; perform special projects and assignments as requested.

Maintain calendars of activities, meetings and various events; coordinate activities with other divisions, departments, the public and outside agencies.

Organize and maintain complex filing systems.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Correspond and distribute information and files on the College's networking system.

Operate a variety of office equipment including a computer; input and retrieve data and text; organize and

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Administrative Secretary** (Continued)

maintain disc storage and filing as needed.

May take minutes of meetings attended and transcribe as necessary.

Coordinate travel arrangements for assigned management staff as needed.

Perform related duties as assigned.

IV-16.1.4      QUALIFICATIONS

IV-16.1.4.1      Knowledge of:

English usage, spelling, grammar and punctuation.

Office procedures, methods and computer.

Software applications and electronic communications.

Business letter writing and basic report preparation.

Basic financial record keeping.

Principles and procedures of basic record keeping.

College policies and procedures relating to assigned area.

IV-16.1.4.2      Ability to:

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply administrative and office policies and procedures.

Independently prepare correspondence and memorandums.

Type at a speed necessary for successful job performance.

Operate a computer and other standard office equipment.

Direct and train assigned personnel.

Work independently in the absence of supervision.

Work cooperatively with other departments, College officials and outside agencies.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Administrative Secretary** (Continued)

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-16.1.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of secretarial experience and an Associate degree in office technology or related field.

Training:

An Associate degree from an accredited college with a concentration in Office Systems Technology or related field.

## ***IV-16.2    Executive Secretary***

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### IV-16.2.1        DEFINITION

To perform a wide variety of responsible, confidential and complex secretarial, administrative and clerical duties for a Vice President, Associate Vice President or Assistant to the President.

### IV-16.2.2        SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Vice President, Associate Vice President or Assistant to the President.

May exercise technical and functional supervision over lower level clerical staff.

### IV-16.2.3        ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Review, research and summarize a variety of fiscal, statistical and administrative information; prepare related reports, schedules and calendars.

Maintain master files of official College records; copy and distribute materials to appropriate staff.

Provide secretarial support to a variety of College-wide committees; schedule and arrange meetings; prepare meeting agendas; take and transcribe minutes.

Screen all requests, purchase requisitions, travel requests, employment recommendations and other administrative requests submitted for accuracy and completeness.

Type and proofread a wide variety of reports, letters, memos and statistical charts; independently compose correspondence related to responsibilities assigned.

Manage office support functions; coordinate the work activities of secretarial and clerical support staff on projects requiring department or function input; review work for accuracy.

Screen office and telephone callers; respond to complaints and requests for information on regulations, courses, deadlines, procedures, and precedents relating to responsibilities assigned; receive and route mail.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; recommend improvements in work flow, procedures and use of equipment and forms.

Coordinate and participate in a variety of office operations; perform special projects and assignments as requested.

Maintain official College and employee calendars of deadlines, holidays, activities, meetings and various events; coordinate activities with departments, the public and outside agencies.

Maintain appropriate files on College's networking system; correspond and distribute information and files using College's networking system.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Executive Secretary** (Continued)

Organize and maintain complex filing systems.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Take minutes of meetings attended and transcribe as necessary.

Coordinate travel arrangements for executive staff as needed.

Perform related duties as assigned.

IV-16.2.4      QUALIFICATIONS

IV-16.2.4.1      Knowledge of:

English usage, spelling, grammar and punctuation.

Office procedures, methods, computer and software applications, and electronic communications.

Business letter writing and basic report preparation.

Basic principles and practices of budget administration.

Principles and practices of financial record keeping.

Principles and procedures of basic record keeping.

College policies and procedures.

IV-16.2.4.2      Ability to:

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the College and of outside agencies as necessary to assume assigned responsibilities.

Coordinate meetings and activities involving all areas and functions of the College.

Interpret and apply College policies and procedures.

Independently prepare correspondence and memorandums.

Take and transcribe minutes/correspondence at a rate necessary for successful job performance.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Executive Secretary** (Continued)

Establish work priorities and refer work to other appropriate personnel and departments.

Type at a speed necessary for successful job performance.

Operate a computer and other standard office equipment.

Coordinate the work of other clerical personnel.

Work independently in the absence of supervision.

Work cooperatively with other departments, College officials and outside agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-16.2.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of experience and an Associate degree in office technology or related field.

Training:

An Associate degree from an accredited college with a concentration in Office Systems Technology or related field.



## ***IV-16.3 Mail Distribution Clerk***

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### IV-16.3.1 DEFINITION

To process incoming and outgoing College mail; to pick up and deliver mail from the United States Post Office; and to perform a variety of general clerical and support functions.

### IV-16.3.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Facility Services.

Exercises no supervision.

### IV-16.3.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Prepare, examine, weigh, and affix postage to outgoing mail.

Pick up and deliver mail to the United States Postal Service.

Sort and distribute incoming and interdepartmental mail.

Provide information and assistance to College faculty and staff on mailing and shipping requirements and procedures.

Maintain orderliness and cleanliness of mail room.

Prepare and maintain a variety of records related to mailing, postage, and shipping.

Drive delivery van to pick up and deliver mail.

Provide backup assistance to the switchboard operator as assigned.

Serve as campus courier as assigned.

Assist in general plant and facilities operations as assigned.

Perform related duties as assigned.

### IV-16.3.4 QUALIFICATIONS

#### IV-16.3.4.1 Knowledge of:

U.S. Postal Service rules, regulations and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Mail Distribution Clerk** (Continued)

Policies and procedures of private mail and shipping services such as UPS, Federal Express, etc.

Operation of standard postal processing equipment.

Operate a computer and other standard office equipment.

Basic mathematic principles.

IV-16.3.4.2     Ability to:

Process and distribute a large quantity of mail quickly and accurately.

Keep accurate records and make basic arithmetic calculations.

Learn the locations of various College offices, departments, divisions, and programs.

Drive a delivery van.

Perform moderately heavy manual work including lifting and moving heavy objects, supplies and mail.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow both oral and written instructions.

IV-16.3.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience working in a mail or shipping and receiving operation.

Training:

Completion of the twelfth grade, or equivalent.

License or Certificate

Possession of, or ability to obtain, a valid, appropriate North Carolina driver's license.

## ***IV-16.4    Records Clerk***

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### **IV-16.4.1        DEFINITION**

To perform varied clerical tasks in support of the office to which assigned, and to provide this information to students and/or the general public.

### **IV-16.4.2        SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from management, administrative, or professional staff.

May exercise technical supervision over part-time clerical staff or work-study students.

### **IV-16.4.3        ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Participate in student registration activities, both on and off-campus; provide information and assistance to students regarding the registration process, forms, deadlines and requirements.

Participate in the researching of complex problems and discrepancies in records, transcripts, and course schedules.

Prepare weekly, monthly and term class, enrollment, and attendance reports.

Explain College policies and procedures relating to the office to which it is assigned to College staff, students and/or the general public.

Review and evaluate completeness of files and records; request information as needed.

Respond to difficult requests for information and act as liaison to other College departments and divisions.

Perform special projects and record research assignments as needed.

Compose and type routine office correspondence, memoranda, and statistical reports.

Perform related duties as assigned.

### **IV-16.4.4        QUALIFICATIONS**

#### **IV-16.4.4.1      Knowledge of:**

College policies, procedures, rules, and regulations pertaining to records maintenance.

Modern office procedures, methods, practices, and computer equipment.

Record keeping principles and procedures.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Records Clerk** (Continued)

Laws, rules and regulations pertaining to the maintenance of student records and the release of confidential information.

English usage, grammar, spelling, and punctuation.

IV-16.4.4.2      Ability to:

Understand and carry out written and oral instructions.

Establish and maintain effective working relationships with those contacted in the course of work.

Type at a speed necessary for successful job performance.

Operate standard office machines such as typewriters, adding machines, photocopy machines, and computer terminals.

IV-16.4.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of general clerical experience.

Training:

Completion of a twelfth grade education, including or supplemented by specialized clerical and office procedures course work; or equivalent.

## ***IV-16.5 Secretary I***

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### **IV-16.5.1 DEFINITION**

To perform a wide variety of responsible clerical work in support of the office to which assigned; to provide clerical support to assigned faculty and staff including word processing, filing, and record keeping; and to provide general information and assistance to students and the public regarding office policies and procedures.

This is the entry level class within the Secretarial series. Employees at this level perform the more routine clerical and general office work requiring only limited prior experience. Assigned tasks are generally performed in support of multiple assigned faculty or staff members, under general supervision. Positions at this level are distinguished from the Secretary II by the more limited scope of functional responsibility and more emphasis on general clerical duties such as word processing, filing, and telephone answering.

### **IV-16.5.2 SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from management, administrative, professional or secretarial staff.

May exercise technical supervision over part-time clerical staff or work-study students.

### **IV-16.5.3 ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Act as a receptionist; answer the telephone and wait on students and the general public, providing information on office policies and procedures as required.

Provide routine clerical support to faculty and/or staff; produce/type tests, reports, memos and letters; operate photocopy equipment.

Type, proofread, and process and proofread a variety of documents including general correspondence, memos and statistical charts from rough draft, Dictaphone recordings or verbal instruction.

Receive, sort and distribute incoming and outgoing correspondence.

Perform general office support functions including typing, filing, appointment scheduling, duplications, and processing forms and paperwork.

Operate standard office equipment including a computer, typewriter, adding machine, and photocopier.

Correspond and distribute information and files using the College's networking system.

Perform related duties as assigned based on office location.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Secretary I** (Continued)

IV-16.5.4      QUALIFICATIONS

IV-16.5.4.1      Knowledge of:

English usage, spelling, grammar and punctuation.

Office methods and practices, including filing systems, record maintenance, and letter and report writing.

Standard office equipment and computers.

Software applications and electronic communications.

IV-16.5.4.2      Ability to:

Type at a speed necessary for adequate job performance.

Perform a variety of general clerical work.

Operate a computer and other office equipment.

Interpret and apply office policies, procedures, rules and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-16.5.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible clerical experience or an Associate degree in office technology or related field.

Training:

Completion of the twelfth grade supplemented by specialized secretarial training or equivalent. An Associate degree is desirable.

## ***IV-16.6 Secretary II***

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### IV-16.6.1 DEFINITION

To perform a variety of complex and responsible clerical duties for assigned area of responsibility; to provide a variety of detailed information to students, faculty and staff; to maintain complex and detailed records and files related to assigned area of responsibility; and to assist staff in research, data analysis, and special projects.

This is the journey level class in the Secretarial series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the full range of general office and clerical duties assigned to classes within the series including providing detailed information to students, faculty and staff, maintaining complex records and files, typing memoranda and correspondence, and performing difficult research and problem-solving work. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### IV-16.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from administrative, professional and technical staff.

May exercise technical supervision over part-time clerical staff or work-study students.

### IV-16.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Type, process and proofread a variety of reports, letters, memoranda, and statistical charts; type from rough draft.

Perform routine and complex general clerical work including filing, scheduling appointments, duplication, and processing of information, including statistical analyses of a variety of research topics.

Research complex problems and discrepancies in records, applications, transcripts, and institutional web pages.

Confer with other departments to coordinate events, programs, and schedules; assist in the coordination of luncheons, meetings, conferences, and data collection efforts.

Respond to complaints and requests for information on College and department policies, rules, procedures, and web pages.

Operate a variety of standard office equipment including a computer, scanners, and copier equipment.

Correspond and distribute information and files using the College's networking system.

Assist with registration and other customer service activities at centers and other off-campus and on-campus

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Secretary II** (Continued)

locations.

Verify time sheets.

Create and maintain office document control procedures that comply with the FTCC Writing Style Guide including use of the FTCC file naming convention for documents.

Prepare required documentation for curricular and continued education courses to include: contracts, public service agreements, work orders, audio-visual requests, room requests, and purchase orders for supplies, equipment, and textbooks.

Prepare and type brochures, flyers, handouts, and institutional web pages for general marketing purposes.

Prepare class registration materials for records and registration office to include cover sheets, data forms and group receipts.

Assist in preparing and maintaining special reports and budget information for internal and external groups, agencies and organizations.

Perform related duties as assigned.

IV-16.6.4      QUALIFICATIONS

IV-16.6.4.1      Knowledge of:

Document control principles and procedures.

Laws, rules and regulations pertaining to assigned area of responsibility including releasing confidential student information and processing mail.

English usage, grammar, spelling and punctuation.

Basic mathematic principles.

Modern office methods, practices and procedures.

Software applications and electronic communications, including web page maintenance.

IV-16.6.4.2      Ability to:

Explain and apply College policies, procedures, rules and regulations.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Understand and follow oral and written instructions.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Secretary II** (Continued)

Establish and maintain effective working relationships with those contacted within the course of work activities.

Make mathematical calculations rapidly and accurately and be able to display the mathematical computations in a variety of spreadsheets and graphs.

Operate a computer and other standard office equipment.

Understand and use Microsoft Office Suite.

Maintain detailed and complex records and files using electronic and paper copy filing systems.

IV-16.6.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible clerical experience or one year of experience and an Associate degree in office technology or related field.

Training:

Completion of the twelfth grade, supplemented by specialized secretarial training; or equivalent. An Associate degree is desirable.

IV-16.6.5      PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL DUTIES

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Must occasionally lift and/or move up to 20 pounds.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Secretary II** (Continued)

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).

## ***IV-16.7 Secretary to the President***

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### IV-16.7.1 DEFINITION

To assist with a wide variety of complex, responsible, secretarial and administrative duties for the President of the College; to assist and refer visitors, students, and the general public to appropriate personnel.

### IV-16.7.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the College President.

Receives administrative supervision from the Administrative Assistant to the President.

Exercises no supervision.

### IV-16.7.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist and refer visitors, students, and the general public entering the Administration Building to appropriate personnel.

Interpret College policies and procedures.

Assist with a wide variety of complex, responsible, secretarial and administrative duties for the President of the College.

Screen calls and visitors. Opens mail for the Office of the President and responds to requests for information and assistance.

Perform administrative and clerical tasks including updating documents, processing forms and requests for information and catalogs, distributing correspondence, flyers, newsletters or other publications.

Compose, type and proofread a wide variety of letters, speeches, and memos. Independently respond to letters and general correspondence of a routine nature.

Organize and maintain a complex filing system.

Interact with the President, students, faculty, staff, Board of Trustees, and the general public as required.

Process and maintain confidential and sensitive information.

Maintains current mailing lists for elected officials, NCCC Presidents, NCCCS staff, etc.

Prepare correspondence, materials, agendas, and notify members and guests of special events and programs at the College.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Secretary to the President** (Continued)

Coordinate College Assembly and Ad Hoc Committee assignments.

Maintain electronic file on all "Request for Absence" forms submitted to the President.

Perform special projects and assignments.

Recommend procedural changes affecting office management activities.

Assist the Administrative Assistant to the President as necessary.

Perform related duties as assigned.

IV-16.7.4      QUALIFICATIONS

IV-16.7.4.1      Knowledge of:

College policies and procedures.

English usage, spelling, grammar and punctuation.

Standard administrative and organizational procedures.

IV-16.7.4.2      Ability to:

Maintain confidentiality.

Establish and maintain effective working relations with those contacted in the course of work.

Effectively handle simultaneous projects and activities.

Operate a computer and other standard office equipment.

Maintain records, documents and complex filing system.

Independently respond to correspondence and requests for information.

Establish work priorities.

To communicate effectively, both orally and in writing.

IV-16.7.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Secretary to the President** (Continued)

Experience:

Five years of increasingly responsible administrative and executive secretarial experience, and an Associate degree in Office Technology or related field.

Training:

An Associate degree from an accredited college with a concentration in Office Technology or related field.

## ***IV-16.8    Senior Secretary***

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### **IV-16.8.1        DEFINITION**

To perform a wide variety of responsible secretarial and clerical duties in support of management staff and instructors.

This is the advanced journey level class in the secretarial series and is distinguished from the lower level secretarial classes by the responsibility of providing direct secretarial and clerical support to mid-level college administrator. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit. In addition, the Senior Secretary class is distinguished from the Secretary I and II level in that the latter perform more routine office and clerical functions, contrasted to the personal secretarial support provided by the Senior Secretary.

### **IV-16.8.2        SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the immediate supervisor.

May exercise technical supervision over assigned clerical staff or work-study students.

### **IV-16.8.3        ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Prepare and proofread a wide variety of reports, letters, memos, course materials, exams and statistical charts; compose routine correspondence related to responsibilities assigned.

Screen office and telephone callers; respond to complaints and requests for information on courses, procedures, systems and events relating to responsibilities assigned; receive and route mail.

Establish and maintain computerized spread sheets and data files; run reports on regular and requested basis.

Compile data for special projects; collect and assemble data and background materials for a variety of reports and meetings.

Maintain and coordinate calendars and schedules of Department activities, courses, meetings and events; coordinate and schedule activities with other College departments, the public and outside agencies.

Perform general clerical work including filing, scheduling appointments and meetings, and processing reimbursement requests.

Organize and maintain filing systems; maintain records related to specific area of assignment.

Assist with registration at centers and other off-campus and on-campus locations.

Verify time sheets.

## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

### **Senior Secretary** (Continued)

Prepare required documentation for curricular and continued education courses to include: contracts, public service agreements, work orders, audio-visual requests, room requests, and purchase orders for supplies, equipment, and textbooks.

Prepare brochures, flyers and handouts for general marketing purposes.

Prepare class registration materials for records and registration office to include cover sheets, data forms and group receipts.

Assist in preparing and maintaining special reports and budget information for external groups, agencies and organizations.

Verify and review materials for completeness and conformance with established regulations and procedures.

Operate a variety of office equipment including a computer for word processing; input and retrieve data and text; organize and maintain disc storage and filing as necessary.

Coordinate travel arrangements for Department staff.

Order and maintain office supplies and maintain related records.

Correspond and distribute information and files using the College's networking system.

Perform related duties as assigned.

### IV-16.8.4      QUALIFICATIONS

#### IV-16.8.4.1      Knowledge of:

English usage, spelling, grammar and punctuation.

Office procedures, methods and computer equipment.

Business letter writing and basic report preparation.

Software applications and electronic communications.

Principles and procedures of basic record keeping.

#### IV-16.8.4.2      Ability to:

Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.

Understand the organization and operation of the department and of outside agencies as necessary to assume assigned responsibilities.

Maintain detailed and complex records and files using electronic and paper copy filing

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Senior Secretary** (Continued)

systems.

Independently prepare routine correspondence and memorandums.

Type at a speed necessary for successful job performance.

Understand and use Microsoft Office Suite.

Operate a computer and other standard office equipment.

Work independently in the absence of supervision.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

IV-16.8.4.3      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible secretarial experience or two years of experience and an Associate degree in office technology or related field.

Training:

Completion of the twelfth grade supplemented by specialized secretarial training or equivalent. An Associate degree is desirable.

IV-16.8.5

PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL DUTIES

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Is frequently required to stand and walk.

Is able to hear audible equipment indicators and verbal communications in the work environment.

Is required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.



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**Senior Secretary** (Continued)

Must occasionally lift and/or move up to 20 pounds.

Must see with sufficient close vision, distance vision, color vision, peripheral vision, depth perception, and focus adjustment to differentiate light/color intensity and evaluate perceivable changes in the environment.

Must have moderate sense of smell to determine danger indicators such as smoke.

Must have good finger dexterity necessary to type using a standard keyboard, (including use of number pad on the keyboard).

## ***IV-16.9 Switchboard Operator***

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### IV-16.9.1      DEFINITION

To operate a central switchboard for incoming and outgoing calls; to act as telephone receptionist for the College; to provide information to students and the public; and to direct calls to appropriate offices and staff.

### IV-16.9.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level administrative staff.

Exercises no supervision.

### IV-16.9.3      ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Answer and route incoming calls to appropriate College department or office.

Provide information and assistance to callers.

Respond to unusual requests of problems with tact and patience.

Maintain a variety of records and logs; prepare reports on types and volume of informational requests.

Coordinate communications during emergencies.

Record and report telephone system malfunctions or maintenance requirements.

May assist in the sorting and distribution of campus mail.

Assist in the mailing of informational material and college catalogs to prospective students and others.

Communicate through the College networking system.

Perform related duties as assigned.

### IV-16.9.4      QUALIFICATIONS

#### IV-16.9.4.1      Knowledge of:

Switchboard operations and procedures.

Proper telephone etiquette.

Proper English usage and vocabulary.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Switchboard Operator** (Continued)

Modern office methods, practices, and procedures.

Basic programs and services of the College.

IV-16.9.4.2     Ability to:

Quickly learn and become familiar with current extensions, dates, events, and College policies and procedures.

Operate a large telephone switchboard.

Be tactful and courteous with students, College staff and the general public.

Deal with pressure and stressful situations.

Speak in a clear, pleasant, and gracious voice.

Establish and maintain effective working relationships with those contacted in the course of work.

IV-16.9.4.3     Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of switchboard experience.

Training:

Completion of the twelfth grade, or equivalent.



***FACILITY SUPPORT AND SERVICES***



## ***IV-17.1 Children's Center Cook (Early Childhood Education Center)***

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### IV-17.1.1      DEFINITION

Coordinate the food service program for the Early Childhood Education Center; to maintain food service areas, facilities and equipment in a clean and sanitary condition; and to assist in the preparation and serving of food.

### IV-17.1.2      SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Director of the Early Childhood Education Center.

Exercises limited supervision of work-study students and volunteers.

### IV-17.1.3      ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

Plans, prepares and serves well-balanced, nutritional meals that meet state standards for food service to children.

Purchases food supplies as required, practices cost effective measures, and maintains inventory control.

Maintains clean, sanitary food service area that conforms to health regulations and sanitation laws.

Daily – washes dishes, scrubs pots, cleans counters and sinks, sweeps floors, and empties garbage.

Weekly – cleans refrigerator, freezer, and dishwasher; organizes shelf and storage space.

Prepares required monthly reports for Child and Adult Food Program.

Reviews current literature pertaining to day care food service and nutrition.

Participates in required Child Care and Adult Food Program training.

Prepares food for special occasions in the Center.

Cooperates with staff, faculty, and students.

Performs other professional duties as requested by the supervisor, including substituting in the children's classrooms.

### IV-17.1.4      QUALIFICATIONS

#### IV-17.1.4.1      Knowledge of:

Methods and equipment used in preparing food for large quantities of people.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Children's Center Cook (Early Childhood Education Center)** (Continued)

Principles of sanitation, health and safety practices.

Basic arithmetic principles for maintaining inventory and record keeping.

IV-17.1.4.2     Ability to:

Prepare nutritious snacks, and meals that meet USDA guidelines for children.

Meet local and state standards for nutrition and sanitation.

Prepare accurate records and maintain for easy access.

Work well without close supervision.

Work effectively with Early Childhood Education Center Director and staff, work-study students, volunteers, and other FTCC administrative personnel as necessary.

Perform basic arithmetic calculations as applied to inventory record keeping.

Establish and maintain effective working relationships with those contacted in the course of work.

Remain calm and use sound judgment in an emergency.

Work without close supervision.

Interact effectively with children, parents, students, staff, and the general public.

IV-17.1.4.3     Experience and Training Guidelines

An Associate degree in Culinary Arts is preferred. Completion of the twelfth grade, supplemented by specialized training in food preparation and sanitation or a related field, and a minimum of one year experience in food service. Satisfactory criminal records check, current medical examination, and Health card as required by law.



## ***IV-17.2 Food Service Helper***

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### IV-17.2.1 DEFINITION

To maintain food service areas, facilities and equipment in a clean and sanitary condition; and to assist in the preparation and serving of food.

### IV-17.2.2 SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Food Service Supervisor.

### IV-17.2.3 ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

Wash and pare fruits and vegetables, slice meat, open and pan convenience food, and cut desserts.

Bake cookies, cake, and other pastry and dessert items.

Maintain cleanliness of work area.

Clean and sanitize utensils, pots and pans, equipment, etc.

Operate registers.

Other duties as assigned.

### IV-17.2.4 QUALIFICATIONS

#### IV-17.2.4.1 Knowledge of:

Basic mathematics

#### IV-17.2.4.2 Ability to:

Read, write, speak and understand English.

Ability to interact effectively and diplomatically with staff, management and students, etc.

Ability to perform effectively under conditions of fluctuating workload.

Working knowledge of the rules and procedures on sanitation and safety as they apply to the kitchen and food storage areas.

Ability to lift items weighing up to 50 lbs. and to stand, climb, stoop, push, pull and crouch as required to complete job duties.

#### IV-17.2.4.3 Experience and Training Guidelines

Required: Must obtain Food Handler's Card as a requirement for continued employment.

## ***IV-17.3    Groundskeeper***

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### **IV-17.3.1        DEFINITION**

To perform a variety of landscape installations and maintenance tasks relating to the upkeep and operation of the College grounds.

### **IV-17.3.2        SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Grounds/Maintenance Supervisor.

Exercises no supervision.

### **IV-17.3.3        ESSENTIAL DUTIES** - Duties may include, but are not limited to the following:

Perform a variety of turf grass maintenance activities to include edging, trimming, and new installations.

Assist with installation of irrigation systems, (shovel work, trenching, etc.).

Installation and repair of brick and concrete sidewalks.

Parking lot and street maintenance.

Perform litter control on campus and related recycling operations.

Perform snow and ice removal during inclement weather periods.

Perform general yard debris clean up.

Perform related duties as assigned.

### **IV-17.3.4        QUALIFICATIONS**

#### **IV-17.3.4.1       Knowledge of:**

Methods, materials, tools, and equipment used in landscape and turf grass maintenance.

Plant material installation.

Plant and turf grass identification.

Use of grounds equipment and hand tools.

Safe work practices.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Groundskeeper** (Continued)

IV-17.3.4.2     Ability to:

Perform assigned duties during inclement weather conditions.

Operate a variety of grounds maintenance equipment and tools.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively orally and in writing.

IV-17.3.4.3     Experience and Training Guidelines

Experience and Training: None

License or Certificate: None

## ***IV-17.4 Housekeeper***

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### IV-17.4.1      DEFINITION

To perform a variety of facility maintenance and building cleaning tasks related to the upkeep and operation of campus facilities.

### IV-17.4.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housekeeping Supervisor and Shiftleader.

Exercises no supervision.

### IV-17.4.3      ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

Trash removal from facilities.

Perform operations involved with recycling program.

Cleaning and conditioning of classrooms, labs, offices, and common spaces.

Cleaning of restrooms.

Setup and removal of arrangements for college functions and events.

Moving and relocation of office, laboratory, and classroom furnishings and supplies.

Perform general litter control with established building limits.

Assist with snow and ice removal during inclement weather.

Perform related duties as assigned.

### IV-17.4.4      QUALIFICATIONS

#### IV-17.4.4.1      Knowledge of:

Methods, materials, tools, and equipment used in cleaning and condition of college facilities.

Safe work practices.

#### IV-17.4.4.2      Ability to:

Perform moderately heavy manual work including lifting and moving heavy objects and supplies.

Perform assigned duties during inclement weather conditions.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**Housekeeper** (Continued)

Operate a variety of cleaning equipment.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

IV-17.4.4.3      Experience and Training Guidelines

Experience

None required.

Training

None required.

## ***IV-17.5 Housekeeper (Maid)***

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### IV-17.5.1      DEFINITION

To perform a variety of facility maintenance and building cleaning tasks related to the upkeep and operation of campus facilities.

### IV-17.5.2      SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housekeeping Supervisor and Shiftleader.

Exercises no supervision

### IV-17.5.3      ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

Trash removal from facilities.

Perform operations involved with recycling program.

Cleaning and stocking of classrooms, labs, offices, and common spaces.

Perform general litter control with established building limits.

Assist with snow and ice removal during inclement weather.

Perform related duties as assigned.

### IV-17.5.4      QUALIFICATIONS

#### IV-17.5.4.1      Knowledge of:

Methods, materials, tools, and equipment used in cleaning and conditioning of college facilities.

Safe work practices.

#### IV-17.5.4.2      Ability to:

Perform light manual work including lifting and moving objects less than 50 lbs. and supplies.

Perform assigned duties during inclement weather conditions.

Operate a variety of cleaning equipment.

Establish and maintain effective working relationships with those contacted in the course of work.

Understand and follow oral and written instructions.

IV-17.5.4.3     Experience and Training Guidelines

Experience

None required.

Training

None required.

## ***IV-17.6 Security Officer***

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### IV-17.6.1 DEFINITION

To assist the Security Supervisor in the implementation of campus public safety and security programs and to perform a variety of tasks relative to the programs.

### IV-17.6.2 SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Security Shift Supervisor (Sergeant).

May exercise functional supervision over other security personnel as directed by the Security Supervisor.

### IV-17.6.3 ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Patrol the campus on foot, bicycle, motorized cart, or vehicle.

Conduct building checks and fire checks.

Unlock/lock building doors and gates.

Conduct inquiries of incidents and accidents to include writing reports.

Respond to medical emergencies and provide assistance to responding medical personnel.

Write parking citations.

Enforce campus rules, regulations, and policies.

Provide traffic control.

Control and issue parking decals.

Assist motorists who require assistance, i.e., flat tire, out of gas, dead battery, etc.

Report safety and security hazards to the Security Supervisor.

Operate Emergency Call boxes and respond to the call.

Maintain security vehicles in a clean safe condition.

Provide crowd control at special events.

Operate the Patrol Scan System.

Provide escort services for personnel and funds.



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Officer** (Continued)

Provide directions and answers to questions from staff/faculty/students/visitors.

Maintain various types of logs.

Install parking boot on vehicles when directed.

Turn on/off campus lights and equipment as directed.

Provide special surveillance as directed.

Conduct briefings.

Support various crime prevention programs.

Perform other duties as required by the Security Supervisor or designated representative.

Supervise personnel when directed.

IV-17.6.4      QUALIFICATIONS

IV-17.6.4.1      Knowledge of:

Principles, practices, methods, and procedures of law enforcement, security procedures and traffic control.

Applicable laws, ordinances, college policies, procedures, and regulations.

IV-17.6.4.2      Ability to:

Interpret, apply and enforce applicable laws, ordinances, and regulations.

Establish and maintain effective working relationships with those contacted in the course of work.

Conduct minor criminal and non-criminal inquiries.

Supervise personnel when directed.

IV-17.6.5      Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE  
**Security Officer** (Continued)

Two years of increasingly responsible law enforcement, security or related experience.

Training:

High School graduate or equivalent. A graduate of the Basic Security Officers Training class or Basic Law Enforcement Training is preferred. Possession of, or ability to obtain an appropriate valid North Carolina driver's license.