



## CLARK ATLANTA UNIVERSITY

### Job Description

<b>Position Title:</b>	<b>CAU Online Student Services Coordinator (New Leaders)</b>
<b>Department:</b>	<b>Office of Online Learning and Continuing Education</b>
<b>Reports To:</b>	<b>Associate Provost for Online Learning and Continuing Education</b>

*The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.*

#### **General Function (Description):**

The CAU Online Student Services Coordinator will provide support for all students admitted to fully online programs at Clark Atlanta University. Reporting to the Associate Provost, OLCE, the coordinator will collaborate with the admissions team to confirm seamless support for students to connect with the academic department for advisement and registration. In addition, the coordinator will provide admitted students with direction and support to facilitate financial enrollment, course registration processes, access to all CAU technology systems and all related services to ensure supportive and engaging online learning experiences.

#### **Examples of Duties and Responsibilities:**

The responsibilities of the CAU Online Student Services Coordinator include, but are not limited to five general categories: Admissions, Financial Enrollment, Registration, Instructional Technology, and General Support.

**Admissions:** Collaborate with Admissions Services to develop program specific communications for admitted students; Ensure all admitted students are coded accurately for their specific program; and initiate and monitor communications with each admitted student to ensure supportive engagement related to financial enrollment.

**Financial Enrollment:** Collaborate with Financial Aid office to ensure admitted students are connected with staff to support all financial processes.

**Registration:** Collaborate with Office of the Registrar to ensure accurate student records include program specific codes; and Provide direct support for students to navigate registration processes and troubleshoot barriers to completion.

**Instructional Technology:** Serve as a liaison with OITC to ensure coherence with deployment of all academic technologies including providing direct support and requesting IT support on behalf of students; Coordinate technical support on the learning management system (LMS - Canvas) for all online students; and Collaborate with OITC and external providers to ensure timely, consistent, reliable, and accessible student support.

**General Support:** Collaborate with all CAU student support services (ie: Library, Department of Counseling and Disability Services; Bookstore, and external vendors) to resolve any issues in timely manner and coordinate support for online students in an attempt to make the entire online learning experience more user-friendly, effective, and seamless.

***Knowledge, Skills and Abilities:***

The ideal candidate will possess the following:

Graduate degree in instructional technology, online learning or a related area, in instructional design, education, curriculum/instructional development, instructional technology or related field, AND at least 5 years of related experience in higher education, or Ph.D./Ed.D. in related field and at least 3 years of higher education related experience.

Demonstrated ability to:

- Support a diverse student body with varied technological skill levels
- Effectively manage multiple projects
- Work collaboratively with a team as well as independently on projects;
- Apply understanding of accreditation and regulatory standards related to distance education
- Demonstrate a high level of professionalism and commitment to achieving excellence
- Adapt to changing priorities and short deadlines
- Pay strong attention to detail and data accuracy
- Provide problem solving and decision-making skills required for responding to issues and concerns

Also, the candidate must possess advanced skilled proficiency in using the following:

- Canvas Learning Management System or other LMS platform
- SIS and ERP platforms (Ellucian /Banner preferred)
- Digital Learning Platforms/courseware
- PCs (Windows 10) preferred; Knowledge of Apple OS devices is acceptable
- Microsoft Office 365 applications and systems for collaboration
- Online survey development and project management software
- Graphics software
- Various web tools and applications
- Instructional media equipment

Exceptional organizational, interpersonal and written communication, and team performance skills are required.

***Minimum Hiring Standards:***

<b>Education</b>	-Master's degree required; Doctoral degree preferred
<b>Years of Experience</b>	-Five or more years of successful experience in relevant work in an educational setting.
<b>Years of Management/Supervisor Experience</b>	Some experience preferred.