
Assessment Coordinator/Business Operations Manager

Position Details

Employee Information

Employee First Name

Employee Last Name

Position Details

Please record information regarding the position such as work location, FTE, and term. The information is used, along with the other information, as a basis for HRS determination of the appropriate title, salary rate, and Fair Labor Standards Act (FLSA) exemption status.

University Title	Coordinator
Title Code	1138
Working Title	Assessment Coordinator/Business Operations Manager
Position Number	117064
College/Area	Office of the Provost
Department	Assessment of Teaching & Learning
Hiring Unit	Assessment of Teaching & Learning
Work Location	Pullman
Position Supervisor	Kimberly Green, Director
This position is in a Bargaining Unit	No
Bargaining Unit Work Schedule (if applicable)	

Summary of Duties

This position helps organize and coordinate institution-wide undergraduate program assessment, general education assessment, and related specialized initiatives to address WSU assessment needs and accretor concerns; assists undergraduate academic programs in understanding and meeting accreditation standards related to assessment of teaching and learning. Additionally, this position handles business operations for the Office of Assessment of Teaching and Learning (ATL). Duties vary to meet evolving needs in a professional environment serving all campuses.

Appointment Status	Permanent
Appointment FTE%	100%
Position Term in Months	12
FLSA Status	Overtime Ineligible
FLSA Exemption Criteria	Administrative
Administrative Professional Exemption Criteria	Principal Assistant Exemption

Job Duties

Access Requirement

Access Requirement Financial data, Cash Handling, Personnel data, Student data

Other Access Requirements

Job Duties

*A minimum of 1 entry is required.

Essential Duty Yes

Percent of Time 50

Job Function Assessment

Duties Performed

Specialized Projects: Coordinate specialized projects for assessment in ATL; take initiative, plan and organize work by priority, coordinating with Director, and ATL staff. Responsibilities involve exercising independent judgement and discretion, and include:

1. Assessment Initiatives and Activities

Coordinate with the Director on university wide assessment initiatives, such as promoting National Survey of Student Engagement (NSSE) and administering assessment mini grants.

Coordinate information with internal and external assessment constituents. Perform a range of assessment support activities for ATL to develop flexible and responsive assessment systems in all academic degree programs.

Plan meetings and events at WSU, such as forums, workshops, etc., related to assessment of student learning and university accreditation; coordinate with all campuses.

Support program assessment; manage electronic files; may include data entry and proofreading.

2. General Education/University Common Requirements (UCORE)

Assist with the collection of annual reports and other measures related to assessment of WSU's Seven Learning Goals.

Develop and manage SharePoint site and archive for UCORE assessment.

Coordinate/assist with updates to UCORE website; participate as member of stakeholders group.

Provide administrative support to workgroups such as UCORE subcommittee for Assessment and the Liaison Council for Undergraduate Education.

3. Course Evaluation System

Coordinate with colleges and other units to promote and support course evaluations at WSU. Involves communication with WSU faculty and staff at all levels and all campuses and dissemination of sensitive materials.

Essential Duty Yes

Percent of Time 35%

Job Function Business Operations Management

Duties Performed Manage day-to-day operations and procedures to ensure smooth and professional functioning of unit and its specialized activities and services. Includes responsibilities for budgeting, purchasing, policy administration, travel, personnel and payroll. May supervise other staff in meeting these needs as appropriate.

Oversee office equipment including set up and arrangements for maintenance, repair, and surplus.

Coordinate with the Provost's Office and other university units as needed. Collaborate with the Director to develop and implement unit policies and procedures

Essential Duty Yes

Percent of Time 10%

Job Function Accreditation: Assessment of Student Learning

Duties Performed Collaborate in planning and coordinating assessment reporting for NWCCU; communicate with colleges, campuses, programs to develop documentation to meet accreditation standards for assessment of student learning. Multi-task and reprioritize to meet deadlines; take initiative, plan and organize work by priority with minimal direction. Prepare materials for meetings and events.

Responsible for complex document management to coordinate undergraduate assessment reports, general education reports, and supporting documents for accreditation. Handle logistics of assembling assessment documentation, including tracking evidence and coordinating with contributors. Document processes for continual improvement of WSU's infrastructure for assessment.

Work with Director to develop courses of action for accreditation site visits regarding assessment of student learning; assist with administrative program/project planning, scheduling, problem-solving, and execution. Interpret and apply related policies, procedures and university policy.

Essential Duty No

Percent of Time 5%

Other

Job Function

Duties Performed Perform other duties as assigned/required.

Information Technology Positions

This section is for classified staff IT classifications only.

Supervisory/Lead Responsibilities

Lead Definition- A lead employee has delegated responsibility for training, assigning, organizing or scheduling work, and reviewing completed work assignments. A lead employee does not make hiring decisions.

Supervisor Definition- A supervisor has the authority to recommend hiring of staff, establish job performance standards, evaluate job performance, and take corrective action if performance is not acceptable. Supervisors are also responsible for training, assigning and scheduling work, and acting upon leave requests.

Does this position LEAD the work of others? No

Type of employees led Student/Hourly

Does the combined FTE of all positions led equal at least 100%? No

Does this position SUPERVISE the work of others? No

Does this position supervise one or more full time equivalent (FTE) positions? Yes

Type of employees supervised Student/Hourly , Staff

Position Qualifications

Required Qualifications A Bachelor's degree in a field relevant to area of specialization and three (3) years of experience directly related to the specialty area. Any combination of relevant education and experience may be substituted for the educational requirement on a year-for-year basis.

Additional Requirements

Three years of experience coordinating, managing and/or supporting complex projects and/or reporting functions.

Strong interpersonal skills and demonstrated oral and written communication skills.

Experience building and maintaining positive working relationships.

Experience in business operations management, including purchasing and/or budget management, in a university setting or similar environment.

Strong PC computer skills, including proficiency with Microsoft Office applications, including Word, Excel, and Outlook

Preferred Qualifications

Experience using SharePoint or other electronic workspace for project management and archives; experience with document management.

Familiarity with WSU's structure, policies, procedures, and systems, or another university setting.

Experience developing and implementing policies and procedures.

Familiarity with assessment or accreditation under the Northwest Commission on Colleges and Universities (NWCCU) or similar accrediting agency or processes.

Experience in event planning.

Supervisory experience.

Essential Work Competencies

Essential Work Competencies

The essential work competencies are the knowledge, skills, abilities, mental requirements, physical requirements, and working conditions related to the duties and responsibilities identified as essential functions of the position.

Knowledge, Skills, Abilities or Competencies Describe the knowledge, skills and abilities required of the position.

Knowledge of procedures for assessment of student learning, course evaluations, and/or WSU's regional accreditation.

Knowledge of WSU structure, policies, and procedures.

Ability to work strategically and use critical thinking to solve problems with professionalism and diplomacy; to take initiative and responsibility as well as collaborate.

Ability to establish and maintain positive and productive working relationships within the unit, the university, outside organizations.

Skills in organizing and expressing ideas in oral and written communication.

Skills in planning, developing, and producing events or special projects.

Skills in budgeting; skills in supervision.

Ability to effectively handle multiple, complex issues in a timely manner.
Ability to understand the priorities of the organization.

Ability to promote efficient and effective systems and processes. Ability to evaluate procedures and modify them as necessary, and to carry out policies and procedures.

Ability to work independently as well as on a team. Ability to share ideas, be open to the ideas of others, work toward organizational goals and interests.

Demonstrated computer software skills, including the ability to use office software, such as spreadsheets, word processing, and powerpoint, and technology such as PeopleSoft. Attention to detail and high level of accuracy.

Ability to effectively communicate and interact with WSU staff and others both in person and over the telephone.

Demonstrated ability to operate standard office equipment including computers, phone and electronic messaging.

Ability to maintain regular attendance and be punctual.

Commitment to Diversity: appreciate the benefits of a diverse workplace and willing to take actions that enhance the diversity of WSU.

Mental Requirements
Indicate the mental demands of the position.

Ability to analyze complex matters, reason logically and make sound decisions, to consider alternative and diverse perspectives, to communicate effectively.

Ability to deal simultaneously with several issues and to work under pressure. Ability to maintain poise and interact effectively under stressful circumstances; and to maintain confidentiality.

Ability to exercise independent judgment and discretion and to make decisions.

Ability to work in a changing environment with shifting priorities; ability to learn new skills and knowledge quickly.

Ability to multitask without loss of efficiency or accuracy, including the ability to perform multiple duties from multiple sources.

Ability to interact with diverse people of different backgrounds including race, sex, national origin, religious beliefs, ability, and sexual orientation in a positive and professional manner. Ability to interact appropriately with a variety of individuals at various levels on campus and in the state.

Ability to understand, remember and follow verbal and written instructions.

Physical Requirements

Indicate the physical demands of the position. The requirements selected must be related to the duties and responsibilities identified as essential functions.

Occasionally = occurs less than 33% of hours worked

Frequently = occurs 33% - 66% of hours worked

Continuous = occurs more than 66% of hours worked

Specify the amount the position will be required to LIFT/CARRY frequently Up to 20 lbs

Specify the amount the position will be required to PULL/PUSH frequently Up to 20 lbs

Bend Occas.

Twist Occas.

Squat Occas.

Climb Occas.

Kneel/Crawl Occas.

Reach/Reach Overhead Occas.

Finger Dexterity/Fine Manipulation Contin.

Sit Contin.

Drive Occas.

List any unique work conditions this position will encounter

Performance Expectations

Performance Expectations

Quality of Work

Quantity of Work

Job Knowledge

Working Relationships

Other Factors (OPTIONAL)

Position Documents

1. [Organizational Chart](#) (DOCX | 27.5 KB)

Please Note: The employee must demonstrate the ability to perform the essential functions of the position, with or without accommodation.

Signature Block

This position description describes the essential functions and qualifications for the position. This document does not exclude an opportunity for modifications consistent with providing reasonable accommodation. This position description is not a contract. Your signature indicates that you have read this position description and understand the essential functions and qualifications of the position.

<i>Date</i>	<i>Employee</i>
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<i>Date</i>	<i>First-Level Supervisor</i>
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<i>Date</i>	<i>Second-Level Supervisor</i>
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