



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION

Distance Learning

To apply, please submit completed employment application, resume and letter of interest to: Learner Services, National American University, 5301 S. Highway 16, Suite 200, Rapid City, SD 57701.

I. POSITION TITLE: Learner Services Coordinator

II. EMPLOYEE CLASSIFICATION: Classified

III. JOB CLASSIFICATION: Nonexempt

IV. ACCOUNTABLE/REPORTS TO: Learner Services Team Lead

V. DUTY HOURS: A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours are mandatory. Schedules are set by the dean of academics and learner services.

VI. MINIMUM REQUIREMENTS:

EDUCATION: Bachelor's degree required.

EXPERIENCE: Office and computer experience required, excellent oral and written communication skills, and student services/customer service experience preferred.

PHYSICAL: Reaching, bending, dialing, writing, talking, and hearing capability; ability to exert force to lift, move, and/or carry objects up to 40 lbs.

SKILLS EXPECTATIONS: Energetic; customer-oriented attitude; excellent organizational and computer skills; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: The learner services coordinator will assist students in the development and ongoing achievement of their educational goals. The coordinator will offer a particular emphasis on academic planning based on a comprehensive knowledge of the university's academic programs, requirements and support services. The coordinator will provide students with excellent student service with an overall interest toward the promotion of student success and retention based on performance metrics and in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

- A. Be familiar with the objectives, requirements, and content of distance learning courses offered by the university.
- * B. Proactively contacts students on a regular basis to build and maintain rapport and serves as the student's advisor as a first point of contact to ensure questions are answered and concerns are resolved.
- * C. Ensures continuing and re-entry students are advised and registered according to proper course placement and to the quarterly goals.
- * D. Assists the academic department with contacting students who need to appeal their suspension status and provides guidance to at-risk students to ensure student success.
- E. Calls students as needed to procure forms. Ensures student forms have been sent and received.
- * F. Assists students through the online orientation process to ensure timely completion.
- * G. Confirms students' change of registrations to ensure accuracy for processing.
- * H. Enrolls students in CampusVue, updates student contact information, enters assessment test scores, and other daily processes.
- * J. Develops thorough knowledge of DL website, processes and university policies to be used daily in university services and assists in maintaining up-to-date information.
- * K. Serves as a liaison between the region and the distance learning campuses.
- * L. Refers students to tutor services when needed and provides guidance on utilizing the online tutoring service.
- * M. Assists students with questions related to WebCT navigation, library services, Interwise, ALEKS and PH Words usage and other low-level technical issues.
- * N. Provides students with information on how to obtain course materials such as MBS Direct and Electronic Instructional Materials.
- * O. Provides general guidance in regard to online course expectations.
- P. Contacts students and ensures course registrations are appropriate to ensure proper prerequisites are met (if students do not attend remedial courses the first term).
- * Q. Utilizes Microsoft Office and CampusVue to produce documents and interpret data.
- * R. Provides on-going student retention efforts.
- S. Other duties as assigned.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING: All faculty, staff and students of the university.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures, and practices of the university and/or the university president/CEO.

National American University reserves the right to alter this position description/job duties from time to time as may be necessary to meet the mission and purposes of the institution.

*Denotes essential elements of the position.