Summary
The Program Coordinator serves online and campus-based students through teaching, career and program advising, and internship or capstone management. Coordinators serve as faculty champions, mentors, and evaluators within the discipline; they provide curriculum development, program revisions, textbook selection, assessment and improvement of student learning, and persistence and completion. Coordinators serve the colleges and the campuses through services on committees, program-based enrollment efforts, marketing, and business relationships. They facilitate campus-college-region collaborations, community relationships, and accreditation in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Program Coordinator must satisfy the following minimum qualifications:

1. Full time employee
2. Medical Assisting degree plus a bachelor’s degree in a related field, (CAAHEP requires a minimum of an associate’s degree)
3. Have instruction in educational theories and techniques
4. Be credentialed in good standing in medical assisting, by an organization whose credentialing exam is accredited by the National Commission for Certifying Agencies (NCCA) or the American National Standards Institute (ANSI). [Currently includes CMA (AAMA), RMA (AMT), NCMA (NCCT) taken after 11/30/2010, or CCMA (NHA) taken after January 30, 2011.]
5. Have a minimum of three years of employment in a healthcare facility, including a minimum of 160 hours in an ambulatory healthcare setting performing or observing administrative and clinical procedures as performed by medical assistants.
6. Have a minimum of one year teaching experience in postsecondary and/or vocational/technical education.
7. Be current and competent in the MAERB Core Curriculum objectives included in their assigned teaching, as evidenced by education and/or experience.

Skills and Attributes
The Program Coordinator must possess the following skills and attributes: professional skills related to the career field as appropriate; management and leadership skills; organizational and research skills; teaching, learning, and assessment skills; and strong written, interpersonal, and communication skills.

Responsibilities of Role
The Program Coordinator works closely with the colleges, campuses, and regions. The coordinator role focuses on effective teaching, student learning and engagement, and student academic and career success.
In addition, coordinators serve as university ambassadors and leaders for the program, fostering quality, efficiency, and growth. Teaching (typically two courses), curricular revisions (typically 2-3 per year), and practicum responsibilities (up to 10 students) are included as part of the position. However program size, number of practicums and students in practicums, and accreditation responsibilities may warrant appropriate overload assignments up to two per quarter. The specific role each quarter is a collaborative decision that rests with the Associate Deans and Campus Directors.

**Essential Functions**

The Program Coordinator performs the following essential functions (see note above on exceptions due to professional and specialized accreditor requirements):

1. **Teaching, Scholarship, and Curricula**
   A. Fosters student learning, engagement, persistence, and academic achievement by teaching entry and core courses.
   B. Coordinates and teaches practicums, capstone experiences, and high-impact student educational experiences.
   C. Mentors new faculty and program staff in the support of NAU and its mission, vision, and working adult students.
   D. Submits suggestions for changes in master syllabi to Curriculum, Assessment, and Persistence (CAP) Committee based on student learning and persistence findings.
   E. Recommends innovative pedagogical, assessment, and persistence practices that foster student academic and career success and curricular relevance and distinction.
   F. Maintains currency in career field or discipline, pursuing appropriate certifications, licensures, and professional development.
   G. Maintains currency in the academic field and discipline, enhancing Scholar-Practitioner skill sets through action research, publications, speaking engagements, community service, and other activities.
   H. Provide transcript evaluation, PLA, and DPA support for the registrar’s office.
   I. Develops programs and revises curricular offerings.

2. **Student Academic and Career Success**
   A. Collaborates across regions to provide information, presentations, and consultation to campus staff, students, employers, and others on the program.
   B. Collaborate with campus enrollment and student support staff to assist with student persistence and interventions to support student success.
   C. Provide program-related advising and interim degree progress reviews with campus staff.
   D. Responsible for a defined cohort of program students in providing career- and job-related counseling, career connections, and career information.
   E. Collaborate with campus enrollment and student support staff in providing students with assistance in course scheduling and guidance in their academic and personal development.
   F. Approves student requests of and performs faculty oversight for internships, externships, and practicums.
   G. Reviews and submits requests for approval of independent studies.
   H. Facilitates program orientations.

3. **Program Leadership, Quality, Efficiency, and Growth**
   A. Serves as an ambassador for the program, the college, and the campuses served.
   B. Coordinates and administers the program in collaboration with colleges, regions, and campuses.
   C. Assists with program evaluation, assessment of student learning, and persistence and completion processes.
   D. Works with campuses and the college to improve program enrollment, persistence, and completion.
   E. Collaborates with campus staff and program chairs on projected program course offerings.
F. Collaborates with marketing to promote educational offerings.
G. Assists in publicizing and disseminating information about the program.

4. Community/Employer Support
H. Maintains a list of local employers in program-related fields in the communities and campuses served.
I. Builds relationships with employers, ensuring curricular alignment with employment needs and pursuing opportunities for non-credit and for-credit degree and program relationships and articulations.
J. Builds relationships with local colleges and agencies to enhance articulation, transfer, the NAU brand.

5. Faculty/Personnel/Collaborations
A. Responsible for maintaining a community of designated faculty, ensuring engagement and providing forums for discussion across the program.
B. Providing coaching, mentoring, and orientation to new program faculty.
C. Assists in interviewing and makes recommendations for hiring of Adjunct Faculty.
D. Arranges for coverage of classes during own absences and emergency leaves.
E. Promotes rapport within the college, program, campus, region, and community.
F. Collaborates with program and college faculty to ensure high-quality educational offerings.
G. Collaborates with campus and regional staff to serve students, support faculty, and support enrollment growth.
H. Provides teaching, learning, and discipline-based commentary for faculty evaluations within the discipline or program.

6. Budgets
A. Makes recommendations regarding equipment and software purchases and equipment maintenance contracts.

7. Administration
A. Serves on various academic committees.
B. Attends and assists with program or discipline-related faculty meetings.
C. Contributes to accreditation reviews and reports.
D. Coordinates program accreditation activities and self-study as appropriate.
E. Develops and works with program advisory committees.
F. Works with admissions in recruiting students.
G. Coordinates program agreements with outside entities.
H. Serves on program/discipline curriculum, assessment, and persistence CAP committee.

8. Professional or Specialized Accreditation Requirements (if applicable)
(See position addendum.)

9. Performs other duties as assigned.

**Required Work Hours**
Works 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 required.

**Reporting and Supervisory Responsibilities**
1. The Program Coordinator reports to the Campus Director.
2. The Campus Director will work with the appropriate Dean and/or Associate Deans in the management position.
3. This position has no supervisory responsibilities.

**Physical Requirements**
The Program Coordinator must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**

Periodic travel, including airline travel and overnight stays, may be required.