The academic office manager reports to the department chair of the social sciences and provides administrative and customer support services to FCC faculty/staff/students and to the general public on behalf of the department. The position manages the daily support operations, including coordinating academic schedules, contracts, budget reports, as well as maintaining the accuracy and integrity of relational databases.

Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Assist with the departmental development and submission of the Academic Course Schedule to the scheduling office. Work with department chair, program managers, full-time and adjunct faculty, and non-credit personnel for schedule modification. Coordinate dissemination and return of proof documents, compile and forward to appropriate offices. Insure integrity of submitted departmental data printed in the course schedules and maintained in the PeopleSoft student system.

2. Assist with the contract process within the academic department including initiation, preparation, calculation of pay utilizing appropriate formulas, designation of overload course(s) and distribution of contracts and spreadsheet lists on a continuing basis. Maintain departmental data on faculty workload including release credits and course instructor credits; utilize data to create and provide a workload report to the Provost/Vice President of Academic Affairs.

3. Assist the department chair with preparation of annual budget forms. Prepare, maintain, and report on departmental budget data and grants. Prepare budget transfers, initiate requests for fee transfers to departmental budgets, and journal entry corrections when appropriate. Recommend departmental needs to the department chair for inclusion in the annual budget preparation process.

4. Assist the department chair with human resource related functions within the department. Including but not limited to: new adjunct applications and official forms, exception registers, absence reports, hourly time sheets, and notification of employee separation.

5. Utilize the PeopleSoft financial system for all procurement related functions involving
departmental, restricted, and grant funds. Follow through on outstanding orders and resolve issues related to purchases, services, and repairs. Verify deliveries and authorize payment to vendors. Act as authorized back-up approver for departmental expenditures.

6. Provide extensive customer support to a diverse population of full-time and adjunct faculty, administrators, students, visitors, and callers. Work independently to troubleshoot and resolve issues.

7. Develop and maintain an extensive working relationship with adjunct faculty by acting as the department liaison.

8. Initiate book orders by session and coordinate book order process encompassing all component phases to guarantee accurate and effective completion. Work closely with FCC bookstore management on departmental needs.

9. Develop, create, and maintain departmental relational databases. Generate standardized and customized queries, reports, and forms. Disseminate to internal and external customers to facilitate communications and for integration into other databases, spreadsheets, and general correspondence.

10. Maintain an extensive working knowledge of academic policies and procedures, administrative business processes, as well as a general knowledge of FCC policies and FERPA regulations. Interpret and apply these policies and procedures to full-time and adjunct faculty, students, and the general public.

11. Develop and create queries utilizing PeopleSoft system for departmental research and analysis of course and student data related to enrollment trending, program phase-out planning, grading ratios, etc. Serve as departmental expert on PeopleSoft system.

12. Supervise hourly and WSSEP employees including: preparation of job description(s), interviewing, hiring, counseling, training, evaluating, and terminating. Provide performance feedback for budgeted support staff.

13. Serve in a confidential capacity regarding classified information. Provide confidential support services within the department regarding personnel and/or student matters.

14. Establish and foster relationships continually with internal departments, including but not limited to Student Development, Marketing/Publications, Human Resources, Bookstore, Food Services, Information Technology, Risk Management, Finance, Administration, and Academic Affairs.

15. Initiate, coordinate, and/or process requests for classroom-related functions and materials (such as course work, supplies, equipment, IT requests, and student concerns).

16. Orient new department chairs, managers, and full-time and adjunct faculty to administrative office procedures and office equipment.

17. Establish and manage department software library and inventory. Provide Information Technology personnel and Director of Instructional Technology with departmental software requirements.

18. Prepare routine correspondence and respond to requests for information.

19. Develop and maintain appropriate information, document storage, and retrieval systems.


**Required Minimum Qualifications:**

1. Associate Degree or an equivalent combination of relevant education and/or experience
2. Three years of related experience in an office setting

**Desired Qualifications:**

1. Six years of progressively responsible experience in a fast-paced work environment
2. Experience using Microsoft Office Suite, PeopleSoft Modules (human resources, financial, student system) and standard office technology and equipment (to be assessed at interview)

*Note: The College reserves the right to change or reassign job duties, or combine positions at any time*