



Online Support Specialist Online Learning

OL/3

JOB SUMMARY

This position provides support to students enrolled in online classes.

MAJOR DUTIES

- Assists with student recruitment efforts.
- Registers online students.
- Assists online students with navigating the department website and learning management system.
- Advises online students by telephone and email.
- Assists online students with dropping and adding classes, change of major forms, and admissions information.
- Monitors student class attendance and participation; contacts students to encourage retention.
- Provides support to online students in the Health Sciences Division.
- Maintains office supplies; reorders as needed.
- Assists in processing applications for online faculty.
- Evaluates online classes to ensure compliance with department policies and procedures.
- Provides assistance and support to adult learners.
- Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of college and departmental policies and procedures.
- Knowledge of program requirements.
- Knowledge of college attendance policies.
- Knowledge of college admission standards.
- Knowledge of computers and job-related software programs.
- Knowledge of online learning best practices.
- Skill in prioritizing and organizing work.
- Skill in the provision of support to online students.
- Skill in the management of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Online Learning Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Family Educational Rights and Privacy Act and college and program policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related specialized duties. The unique nature of each student's needs contribute to the complexity of the position.
- The purpose of this position is to provide support to online students. Successful performance contributes to the retention and success of students.

CONTACTS

- Contacts are typically with co-workers, other college employees, students, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position supervises the work of assigned student workers.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.