

# Job Description

Position Title: Coordinator, Program Administration  
Fire and Law Enforcement

Job Family: Instructional Support

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

## Position Summary:

The Program Administration Coordinator for Fire and Law Enforcement provides operational oversight and administrative coordination of the non-teaching aspects of the Fire and Law Enforcement programs. This role serves as the primary recruitment lead and operational liaison for external partners. Oversees the student lifecycle from selective admissions and registration through assessment and financial aid coordination. Additionally, this role facilitates daily departmental operations, ensures internal and external compliance, and provides academic advising to guide students toward degree completion. The coordinator identifies at-risk students and leads outreach initiatives to support departmental leadership in executing strategic goals and maintaining the integrity of specialized public safety programs.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Administers selective admissions processes for new and prospective students while cultivating strategic relationships with agency partners to support recruitment and program growth. Actively markets Public Safety programs through targeted participation in job fairs, community events, and industry gatherings to drive enrollment and program awareness.
2. Interprets and provides guidance on college policies, practices, procedures, student development best practices, and applicable federal and state laws and regulations to support student compliance and student success.
3. Collaborates with the Registrar, Financial Aid, Information Technology, Curriculum, Instruction, Placement and Testing, and other departments to identify process issues, resolve operational barriers, and support student enrollment and success.
4. Coordinates student support functions, resolves enrollment barriers, and facilitates successful program completion. Collaborates with Student Affairs to ensure seamless service delivery and a supportive student experience.
5. Monitors compliance requirements for approved off-site locations and maintains partnerships with agency and community stakeholders. Supports operational coordination and regulatory compliance for Fire Science, Law Enforcement, and Administration of Justice programs.
6. Develops and manages class schedules, ensuring the accuracy of student records, departmental spreadsheets, and program reports. Maintains academic compliance by tracking student progress and ensuring the timely submission of final grades and Course Learning Outcomes.
7. Administers the faculty certification process and coordinates onboarding for new hires to ensure a seamless transition. Ensures timely collection and submission of required employment and credentialing documentation in alignment with institutional standards.

8. Provides operational support to instructional staff as the primary liaison for resources, administrative assistance, and departmental logistics. Facilitates communication and resolves operational needs within the academic departments.
9. Coordinates with external partners and agency stakeholders to address requests, resolve operational challenges, and maintain effective communication in support of program operations.
10. Coordinates the submission and approval processes required by external accrediting bodies. Manages all accreditation documentation to ensure all Fire and Law Enforcement programs remain in full regulatory compliance.
11. Tracks departmental expenditures, maintains accurate budget data, and identifies resource needs to support fiscal responsibility and program budget planning for Fire and Law Enforcement programs.
12. Directs and supervises program volunteers and student workers, providing clear task assignment and ongoing performance monitoring.
13. Tracks program pathway and course completion, initiates graduation applications, and ensures program viability metrics accurately reflect program completers.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge of managerial and supervisory skills.
4. Knowledge of principles and methods for promoting programs and services.
5. Skill in coordinating and monitoring the work of others
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in project management principles, processes, and techniques.
9. Skill in program development and process improvement.
10. Skill in analyzing data and drawing conclusions.
11. Skill in people leadership and supervision.
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
13. Ability to develop and maintain effective and positive working relationships

### **Supervision:**

- Provides lead work and guidance to students while managing the operational workflow, including setting priorities and reviewing staff performance. May be required to participate in interviewing candidates and making recommendations or direct decisions regarding hiring, terminations, and compensation adjustments.

## Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
  - Master's degree in closely related field of study preferred.
  - One (1) to Three (3) years of related experience required
  - Three (3) to Five (5) years of related experience preferred
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### **Special Conditions of Employment:**

- Some evening and weekend work hours
- Pre-employment Background Check Required
- Valid AZ Driver's License