

The University of Texas at San Antonio

Job Description

Job Title: Quality Assurance Coordinator, Online Programs
Code: 13035
Salary Grade: 60
FLSA Status: Exempt
Department/Division: Online Programs/Academic Innovation
Reports To: Assistant Vice Provost of Academic Innovation, Director Online
Marketing and Enrollment

Summary

- **Function:** The department of Online Programs seeks an outstanding Quality Assurance and Staff Development Coordinator to join its online team. The successful candidate will be a multi-faceted individual who can join our team under the direction of the Assistant Vice Provost of Academic Innovation and support enrollment counselors and advising professionals by performing quality assurance checks and coaching to enhance their skills as well as build out new hire training and continuing training for each area. We are looking for a team player who can juggle multiple projects in addition to providing excellent coaching and training to the enrollment and advising staff.
- **Scope:** This position will require that the selected individual is able to coordinate with other departments regarding quality assurance needs, provide insight and feedback into the recruitment and advising process, as well as assist in the creation and delivery of new hire and promotional training opportunities for the recruitment team when and if necessary. The candidate must enjoy coaching and motivating other people, have excellent written and verbal communication skills, a high energy level and be adaptable to change. Academic Innovation supports UTSA's diversity and inclusiveness strategic initiatives designed to create an inclusive environment for all faculty, staff, and students. The candidate chosen for this position is expected to support diversity and inclusiveness efforts in the department and college.

Duties

1. Provides individual coaching, support and mentoring to online Enrollment Counselors and Advisors focusing on call quality assurance scores and pipeline management.
2. Delivers engaging coaching sessions to newly hired and tenured enrollment and advising counselors.
3. Responsible for quality checks relating to outbound and inbound communication via the dialer technology and/or the CRM.

4. Measures new hires' knowledge of processes through recorded phone calls made to students as well as movement through pipeline in CRM through quality assurance metrics.
5. Communicates effectively with AVP of Academic Innovation and other department heads to identify possible gaps and department needs through coaching activities.
6. Researches and provides useful information and tools to guide future training and development opportunities.
7. Responsible for creating, monitoring, maintaining, and evaluating individual and team performance via spreadsheets that are accessible to leadership.
8. Creates a collaborative, positive atmosphere for learning.
9. Supports participants with in-the-moment questions or issues.
10. Assists the AVP and Interim Manager of Enrollment and Advising in producing training materials when/if necessary.
11. Maintains overall accuracy of quality assurance metrics.
12. Provides direction on what types of job aids would/should be created for the support of the internal enrollment and advising team.
13. Provides hands-on support in creating necessary training materials, job aids that enrollment counselors and advisors will find useful in their support of potential students.
14. Delivers constructive feedback on content or process improvements.
15. Provides assistance and support to new hires via shadowing and post-training period check-ins.
16. Supports Enrollment Counselors and Advisors with questions, escalated calls, etc.
17. Acts as subject matter expert for both enrollment and advising processes and procedures.
18. Provides timely feedback and development to team members.
19. Provides on the job support/mentoring/coaching for Enrollment Counselors and Advisors as assigned by the Interim Manager of Enrollment and Advising.
20. Identifies and shares opportunities for process improvements and improved working conditions
21. Participates in weekly meetings with the Interim Manager and AVP to identify lead quality, tech issues, etc.
22. Other duties as assigned.

Education

Required	Preferred
Bachelor's degree from an accredited institution.	Master's degree from an accredited institution.
Additional experience, on a one to one basis, can substitute for the degree.	

Other Requirements

Required	Preferred
Strong organizational, time management, and interpersonal skills.	Exceptional interpersonal, public speaking, oral and written communication skills with

Strong sales and customer relationship experience, preferably with adult students.	the ability to demonstrate data analysis and technology as well as experience with Banner and Peoplesoft campus solutions.
Flexibility in work schedule, as well as the willingness to travel.	
Ability to multitask and perform under tight timelines and pressure.	
Knowledge of Microsoft Office Suite.	

Experience

Required	Preferred
Two years of experience working with online degree programs at an institution of higher education or related experience.	3+ years of comprehensive experience in online program delivery.
	Knowledge of student development theory, outreach practices, strategic recruitment plans, and student success services.
Comprehensive knowledge and experience working with a diverse/non-traditional, particularly adult, student population.	1+ year experience teaching, coaching, or training experience in a higher education setting.
Ability to work with faculty, administration, and undergrad students; sensitivity to the needs of a diverse and non-traditional student population; strong interpersonal/human relations skills	

Equipment

Required	Preferred
Personal computer, Microsoft Office Suite, and standard office equipment.	N/A

Working Conditions

Usual	Special
Normal office conditions.	Occasional evening and weekend hours.

Supervision

Received	Given
General supervision from administrator; overall review based on efficiency and effectiveness.	

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that FERPA regulations are followed and that the national outlined code of ethics, per NACAC are followed.