

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2023**

**E-LEARNING SERVICES COORDINATOR**

**FLSA STATUS: NON-EXEMPT – PAY GRADE: 17 – C**

**JOB FAMILY: MANAGERIAL/SUPERVISORY – BUSINESS  
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

**GENERAL STATEMENT OF JOB**

The E-Learning Services Coordinator coordinates course development-related tasks, ensures quality assurance, facilitates internal team communication, and provides essential project management support. This position reports to the Director, and serves in a pivotal role to enhance the operational efficiency and collaboration within the CeL Development Team.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Collaborates closely with the Director of the CeL, Program Manager, and other team members to streamline operations and support ongoing initiatives.

Oversees course development tasks, ensures alignment with project timelines, quality standards, and educational objectives.

Coordinates and facilitates effective communication between the Instructional Designer and Multimedia Designer teams to enhance productivity and collaboration.

Provides project management support, including planning, scheduling, and monitoring the progress of course development projects.

Conducts thorough quality assurance and control checks to maintain a high standard of course content and materials, including proofreading and editing course materials to ensure accuracy, consistency, and adherence to the College and the department's guidelines.

Manages and monitors internal course issue tickets, addresses and resolves issues promptly.

Collaborates with team members to complete course modifications and updates, including textbook editions and content enhancements.

Assists in online course development tasks that support student course offerings and enhance online student learning experience.

Performs other related duties, as required.

**SUPERVISION RECEIVED**

Supervision is received from the designated supervisor.

**SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

**MINIMUM QUALIFICATIONS**

Associate's degree from a regionally accredited college or university.

**PREFERRED QUALIFICATIONS**

Bachelor's degree in education or related field from a regionally accredited college or university. Experience working with curriculum review in higher education. Experience with a variety of office software and system technology. Experience in project coordination in an educational or online learning environment.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

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**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective:** 2002; Rev: 2/2017; Rev: 9/5/23