

JOB DESCRIPTION		
Department: Academics- Allied Health	Prepared by: MA/MBC Program Director	
Location: 151 W 26 th Street, New York, NY 10001		
Job Title: Program Coordinator – MA/MBC		
Reports to: Program Director (MA/MBC)		
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	FSLA Status: <input type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Hours worked per week: ____
<p>GENERAL DESCRIPTION:</p> <p>The responsibility of the Program Coordinator is to assist and support the Program Director in the daily administration and management of the Certified Medical Assistant (CMA), Clinical Administrative and Medical Assistant (CAMA) and Medical Billing & Coding (MBC) programs.</p> <p>Student experience and satisfaction is represented, primarily, in completion rates. Therefore, strong advisement, monitoring and follow up of students are key elements of the role and improved retention/completion rates are the measure of success.</p> <p>DUTIES AND RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Act as liaison between administration/faculty and students to ensure a smooth level of communication regarding academic policies, procedures, midterm/final progress and any needed remediation • Actively engage in school retention efforts/activities including documented communication with both students and administration regarding attendance and progress • Improve retention rates through initiatives in collaboration with the Director of Student Services • Attend LDA meetings, and monitor LDA aging reports and develop action plans in collaboration with faculty/student services to improve attendance • Monitor SAP, student progress and attendance, LOA, and Re-Enters. • Review, follow-up/intervene on “at-risk” students (poor attendance, behavior concerns, weak academic performance, faculty concerns, SAP violations) and communicate the progress to the Program Director, Student Services and Director of Education. • Identify and assist eligible students that have been withdrawn from the program to reenter into his/her program of study to improve completion rates. • Attend and address incoming students at Student Orientations 		

- Build a positive-promoting student school experience
- Outreach (text, phone, email, etc.) to students who have missed classes.
- Create tracking reports of student attendance and performance
- Partner with Student Services and faculty to coordinate academic assistance, skills development, and tutoring programs.
- Provide leadership in identifying and resolving problems with students.
- Partner with other departments, such as Career Services, to host student events that focus on improved outcomes (i.e. improve attendance, completion and placement)
- Ensure compliance with all policy related to academics (curriculum, student achievement, completion rates, etc.)
- Manage and maintain documentation of all student communication and contact
- Adhere to school policies and procedures and advise students of proper procedures as needed, i.e. Leave of Absence, Re-Entry, Withdrawing, etc.
- Attend and participate in graduation ceremony
- Analyze HESI results in preparation of the RMA exam
- Assist in externship orientation, extern's academic progress- which includes but not limited to record-keeping of student externship hours, correspondence with clinical supervisors, and conduct externship orientation and regular site visits
- Assist department to securing students proof of immunization, and follow up students with financial issues.
- Other job duties/ projects as assigned by the Campus President and/or Director of Education or Program Director.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent verbal and written communication skills
- Organizational and time management skills
- Skills to establish and maintain effective relationships
- Extraordinary interpersonal and follow-up skill
- Ability to work under pressure
- Ability to interact with students required
- Excellent customer service.
- Must be a team player, strong work ethics, and capable to work independently
- Maintain confidentiality regarding student affairs and administrative responsibilities as appropriate
- Maintain current knowledge of all curricula, policies and procedures.
- Proficient with basic office equipment, computers, and computer applications including Microsoft Office
- Able to multitask, prioritize, and show extreme resourcefulness and problem-solving skills

EDUCATION REQUIREMENTS: Associate's degree required. 2-4 years of progressive management experience in customer service or customer support environment required. Current RMA or CMA preferred.

Supervisor Signature: Title:	Date:
Employee Signature:	Date: