



Compliance & Communication Coordinator, Blair College of Health (Blair-CCC)

Summary: The Compliance & Communication Coordinator is a full-time position (37.5 hours/week) responsible for accurately maintaining all confidential compliance records for the Presbyterian School of Nursing (PSON), managing communication via multiple social media platforms, and providing administrative support to the faculty, staff, and programs of the Blair College of Health (BCH) and Presbyterian School of Nursing. This position reports to the Director of the Presbyterian School of Nursing and is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.

Essential Duties and Responsibilities

Compliance Coordinator responsibilities include:

- Accurately manage the compliance documentation for faculty and students to ensure compliance with program, agency, state, university, and accreditation requirements.
- Maintain electronic and hardcopy student and faculty clinical files and databases as required within the PSON.
- Maintain record of student and faculty completion of required agency orientation modules.
- Perform routine internal audits of compliance files to ensure continued compliance of student and faculty members as required by program policies.
- Collaborate with the Clinical Education Coordinator and the Program Chairs to direct compliance issues to appropriate channels for investigation and resolution.
- Generate, modify, and maintain accurate documents for internal and external use.
- Support the Chairs and the Admissions Office with the transitional services and communication provided to newly admitted students.
- Support and communicate with students as they submit compliance documentation.
- Maintain confidentiality of records.
- Provide updates and periodic training to at least one other compliance designee who can perform duties and/or monitor databases in their absence.

Communication Coordinator responsibilities including:

- Create timely and informative social media posts that positively reflect the achievements of the BCH and PSON while maintaining accrediting and regulatory requirements.
- Organize and facilitate preparation for selected events such as meetings, receptions, etc., under the direction of the Chairs and Director
- Supervise work-study students as needed
- Collect and post/file materials such as syllabi, handouts, and exams for archived course files

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and University needs.

Experience, Knowledge and Skills Required

- Prior administrative assistant experience, preferably in an academic environment
- Proficiency and advanced skills in Microsoft Word, Excel, Outlook, Adobe Acrobat, and SharePoint required
- Experience assisting with formatting and producing large reports, programs, and grant applications.
- Excellent interpersonal and customer service skills with the ability to interact well with multiple constituencies (faculty, staff, students, public) in person and virtually
- Proven attention to detail, accuracy and timeliness

- Excellent organizational and follow-up / follow-through skills to ensure timely completion of assignments
- Keen attention to detail, ability to establish priorities and meet deadlines; strong follow-up and follow-through to completion skills necessary.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction
- Ability to effectively prioritize multiple competing tasks and demands
- High level of energy and initiative, and willing and able to work with minimal supervision while contributing positively to a cooperative, high-functioning team.
- Demonstrated ability to maintain strict confidentiality of privileged information and perform duties that require tact, independent judgment, diplomacy, and discretion.
- Bachelor's degree preferred, especially in the fields of Communication or Business Administration, or equivalent combination of experience and education.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**Blair-CCC**" and **YOUR NAME** in your email Subject Line.
(**Example:** Blair-CCC Shawn Mullin)

Applications received by December 1, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled. Incomplete applications will not be reviewed and we're unable to accept or return phone calls due to limited staff resources.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and

dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Visual Abilities:* Read reports, create presentations and use a computer and virtual communication system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus – 75-100% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, and concisely – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-74% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions and manage multiple projects simultaneously while maintaining a calm demeanor – 75-100% of the time.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, prospective students and their parents and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

The above description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.