



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Coordinator for Driver Retraining
<b>POSITION NO.</b>	503011
<b>LOCATION</b>	Lincoln Campus
<b>REPORTS TO</b>	Executive Director of Workforce Operations, or designee
<b>GRADE</b> PSA 12	
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week
<b>SUPERVISION</b>	Supervises teachers, instructors, staff support, student support, and other professional staff as assigned
<b>LIMITATION (if applicable)</b>	
<b>REVISION DATE</b>	September 2024

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**JOB SUMMARY:**

Under the Division of Workforce Partnerships, the Driver Retraining Programs serve thousands of individuals each year. Classes and counseling assessments are offered online at a variety of locations throughout the state. The Coordinator provides day-to-day oversight of the Driver Retraining Programs, including but not limited to Defensive Driving, Alive at 25, Colin Foote, DUI Clinical Assessment, and DUI Retraining. This position is responsible for providing extraordinary customer service to students, parents, faculty, staff, partners and visitors.

**DUTIES AND RESPONSIBILITIES:**

- **Commitment to CCRI's Mission:**
  - Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
  - Work collaboratively with others in a diverse and inclusive environment.
  - Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- **Customer Focus:**
  - Assist individuals seeking information about Transportation Education Program and services.
  - Develop and maintain a comprehensive knowledge of the Driver Education Program requirements, policies and procedures, and applicable legislation for use in serving students and employers.
  - Ensure highest possible level of quality and responsiveness, including internal/external communications, training, customer services, and all other applicable processes and functions.
  - Maintain the confidentiality of all transactions.
- **Program Coordination:**
  - Facilitate the hiring and training of instructors, counselors, and staff necessary to fulfill program needs.
  - Plan and schedule all classes and counseling assessments, including assignment of instructors or counselors in accordance to respective certifications.
  - Support the development of curriculum amendments.
  - Prepare necessary paperwork to ensure appropriate fiscal policies are followed, including insurance riders.
  - Monitor student enrollment and manage the cancellation process along with student notifications.
  - Responsible for validating and approving time submissions by all instructors, counselors, and direct reports and processing for payment/reimbursement in an efficient and timely manner.
  - Monitor and evaluate program outcomes to ensure the quality of service and continuous improvement of processes.
  - With the Executive Director, or designee, monitor and evaluate teacher and instructor performance according to College policy.
  - Develop and maintain professional development support for instructors, counselors, and assigned staff including certification requirements.
  - Facilitate to provide cross-training opportunities within the transportation department.
  - Ensure each classroom supports a positive learning environment for all students including the availability of required learning technology and space as well as supplies, materials, and books.

- Assist the Executive Director of Workforce Operations in transportation department program development.
- **Teamwork and Collaboration:**
  - Ensure frontline staff provides a smooth registration and records retrieval process for all students.
  - Represent the driver retraining program in state and local activities associated with traffic safety education, with the approval and guidance of the Executive Director, or designee.
  - With the Executive Director, DMV, instructors, prepare and revise curriculum for the Driver Retraining Programs to comply with Federal and State regulations and to maintain certification.
  - Maintain proactive and productive relationships with all applicable external entities. Such entities to include state/local government agencies, community-based organizations, educational institutions, and others as appropriate.
  - Collaborate with community-based organizations to promote educational tools on traffic safety.
  - Maintain efficient and effective coordination and communication with all College staff and faculty resources.
- **Reporting and Data Management:**
  - Responsible for entry of student registration tracking and data input into student information system as well as subsequent student achievement tracking in accordance with FERPA and HIPPA regulations and college policy.
  - Maintain program records according to College policy; report results to appropriate agencies, designee, as required by the collective bargaining agreement or as directed.
  - Assist with the preparation of program budgets and maintain related financial records.
  - Works closely with the others to provide responsive, high quality services and schedule reporting.
- **Departmental Support:**
  - Represent and promote the College and division by serving on task forces, committees and participating in events within the College and community as needed.
  - Facilitate and attend in-service and other job-related trainings and offerings.
  - Facilitate and assist in all program special events.
  - Serve on Search Committees for hiring within the Workforce Division.
  - Other duties as required.

**LICENSES, TOOLS, AND EQUIPMENT:**

Must possess valid driver's license and operate a motor vehicle.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree OR, Associate's degree plus 2 years' experience coordinating a similar program, OR 4 years' experience coordinating a similar program.
- Advanced computer spreadsheet, database and word processing experience
- Valid driver's license and the ability to operate a motor vehicle safely.

**PREFERRED QUALIFICATIONS:**

- Strong interpersonal skills.
- Strong organizational skills with attention to detail.
- Ability to communicate effectively, verbally and in writing.
- Ability to work independently with minimal supervision.
- Ability to work collaboratively in a team-oriented environment.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.