

## Citrus College

## Position Description

Position: Enterprise Resource Planning (ERP) Coordinator	Position Number:
Department/Site: TeCS	FLSA: Non-exempt
Evaluated by:	Salary Range: 46

### Summary

Coordinates District resources and staff for the overall success of the Enterprise Resource Management (ERP) System project. Works closely with the vendor project manager to ensure that project objectives are met. Work under general supervision of the Chief Information Services Officer.

### Essential Duties and Responsibilities

- Serves as chairperson of the ERP coordinating team; leads team to resolve business practice and implementation issues.
- Works with users in various administrative and academic departments to coordinate the implementation, conversion, training and installation of the ERP system.
- Communicates project tasks, status reports and issues, and maintains project documentation.
- Prepares and monitors project budgets and performs periodic cost and productivity analyses.
- Advises or arranges consultation on the design and implementation of effective administrative and business processes.
- Facilitates resolution of project problems.
- Coordinates project management staff in a cooperative, shared matrix management arrangement with various department heads.
- Proactively identifies changes in work scope and ensures appropriate planning measures are taken to re-assess, re-negotiate or amend scope of work responsibilities, proposals, contracts and budgets.
- Analyzes short- and long-term resource needs and recommends appropriate adjustments in staffing and other resources.
- Fosters a work environment based on cooperation, team building, and professionalism.
- Actively pursues continuous growth and development of technical and system expertise.
- Coordinates issues regarding Change Management.
- Coordinates training and testing sessions for all modules.
- Coordinates creation of appropriate documentation for all modules.
- Facilitates knowledge transfer and acquisition among functional leads.
- Brings individuals and/or functional teams together to solve integration issues and make decisions about implementation options.
- Identifies and communicates gaps in commercial software functionality and participates with functional users in identifying solutions.
- Refers recommendations for customization for resolution and decision
- Performs related duties as assigned that support the overall objective of the position.

### Qualifications

- **Knowledge and Skills**
  - Working knowledge of project management principles, practices, techniques and tools
  - Strong interpersonal skills and ability to deal effectively in a team environment
  - Group facilitation, mediation and conflict resolution skills
  - Skill in organizing resources and establishing priorities
  - Skill in the use of personal computers and related software applications
- **Abilities**
  - Develop, plan and implement short- and long-range goals

Analyze complex problems, interpret functional needs and develop integrated, creative solutions  
Develop project budgets and projections  
Clear and concise communication, both orally and in writing.  
Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.  
Effective communication in a multi-cultural environment with faculty, staff and students.  
Coaching and managing technical and administrative staff.

- **Physical Abilities**

Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.

Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.

Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.

Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.

Requires visual acuity to read printed materials and computer screens.

- **Education and Experience**

Requires a Bachelor's degree; experience in project management; experience in group facilitation and team management.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.