



## Arkansas Department of Higher Education

423 Main Street, Suite 400 • Little Rock, Arkansas • 72201-3818 • (501) 371-2000 • Fax (501) 371-2001

Asa Hutchinson  
Governor

Maria Markham, Ph.D.  
Director

August 1, 2018

The Honorable John Cooper, Co-Chair  
The Honorable Les Eaves, Co-Chair  
Personnel Committee of the Arkansas Legislative Council  
State Capitol Building  
Little Rock, AR 72201

Dear Senator Cooper and Representative Eaves:

Northwest Arkansas Community College (NWACC) requests the establishment of two (2) non-classified positions and two (2) classified positions from the Higher Education Central Pool authorized by Act 599 of 2017, ACA §21-5-1415. In accordance with the provisions of the Act, we are forwarding our recommendation to you for consideration.

We recommend that the following be established from the Higher Education Central Pool:

### **Requested**

**Title:** Student Services Representative  
**LIM – FY19:** \$60,706  
**Estimated Salary – FY19:** \$36,000  
**Number of Positions:** 2

**Title:** A052C/Accounting Coordinator  
**Grade – FY19:** C121  
**Salary – FY19:** \$39,199 - \$70,108  
**Number of Positions:** 1

**Title:** P020C/Production Artist  
**Grade – FY19:** C117  
**Salary – FY19:** \$32,249 - \$59,157  
**Number of Positions:** 1

### **Recommendation**

**Title:** Student Services Representative  
**LIM – FY19:** \$60,706  
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**Title:** A052C/Accounting Coordinator  
**Grade – FY19:** C121  
**Salary – FY19:** \$39,199 - \$70,108  
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**Title:** P020C/Production Artist  
**Grade – FY19:** C117  
**Salary – FY19:** \$32,249 - \$59,157  
**Number of Positions:** 1

All of the positions listed above are being requested to address the importance of NWACC's success in providing services to their students. These titles are currently used by other institutions.

The Student Services Representative positions will offer enrollment registration services, financial aid assistance and advise students. They will make appropriate service and resource referrals. The Student Services Representative positions will work on student recruitment, enrollment and retention.

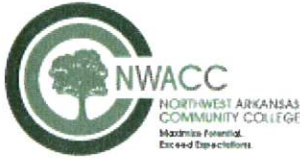
The Accounting Coordinator will assist in managing payroll and benefits. Their job duties will include verifying employee pay information, preparing and analyzing quarterly and reports of benefits, workers compensation and employee retirement plans. In addition, the Accounting Coordinator will test new HRIS/payroll system modules.

The Production Artist will promote NWACC's Workforce Development noncredit courses by providing graphic design services for college publications. He/she will contribute to the development of school marketing and communications strategies, lead the development of goals and advertising plans. In addition, the Production Artist will be responsible for assisting in development and execution of the school's web presence – including design, technical features and interactivity.

Sincerely,

A handwritten signature in black ink that reads "Maria Markham". The signature is fluid and cursive, with the first name "Maria" and last name "Markham" clearly distinguishable.

Maria Markham, Ph.D.  
Director



July 31, 2018  
Dr. Maria Markham, Director  
Arkansas Department of Higher Education  
423 Main Street, suite 400  
Little Rock, AR 72201

RE: Request for Non-classified and Classified Position from Central Pool

Dear Dr. Markham:

In accordance with section 39 of Act 978 of the 2015 Legislative Session, the NorthWest Arkansas Community College is respectfully requesting (2) non-classified positions and (2) classified positions from the Higher Education Central Pool to serve our students. The positions requested are Student Services Representative, Accounting Coordinator, and Production Artist.

**JUSTIFICATION:**

**Student Services Representative:**

The NWACC Student Services Representatives will offer enrollment registration services, financial aid assistance and advise students. They will need to understand the process and procedures of the Student Services office, including the Offices of Admissions and Records, Financial Aid, Advising, Disability Services, Student Support Services, Career Pathways, and Veteran's Services. They will make appropriate service and resource referrals. The Student Services Representatives work closely with student recruitment, enrollment and retention efforts. The College is working to bring its staff to student ratio to an acceptable standard in accordance with higher education best practices.

**Accounting Coordinator:**

NWACC Human Resource Office is seeking to hire a full-time position that will assist in managing the payroll and benefits function. This includes verifying employee pay information for new hires/changes, preparing monthly, preparing an analyzing quarterly and annual reports of various benefits, workers compensation and employee retirement plans, testing new modules in college's HRIS/payroll system, and processing payroll including calculating, verifying and resolving deferred compensation.

**Production Artist:**

NWACC has a need for an additional Production Artist to promote our Workforce Development noncredit courses by providing graphic design services for College publications, including advertisements, brochures, direct mail, various media, visual materials, and the College website, used to promote NWACC. Additionally, the position may contribute to the development of school marketing and communications strategies; lead the development of specific goals and advertising plans; and be responsible for assisting with the overall development and execution of the school's web presence — including design, technical features, and interactivity. The position will have a high level of interaction and collaboration with all College divisions and centers.

These positions are important to the success of the NorthWest Arkansas Community College in providing services to our students. I respectfully request your approval of these positions.

If you have any questions, or would like additional information, please contact Wendi Cadle, Executive Director of Human Resources at (479) 619-3149 or [wcadle@nwacc.edu](mailto:wcadle@nwacc.edu). Thank you for your consideration of this request.

Sincerely,

Evelyn E. Jorgenson  
President NorthWest Arkansas Community College

# Non-Classified Central Pool Justification Form



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<b>Institution:</b>	<b>NorthWest Arkansas Community College</b>	<b>Date:</b>	<b>July 23, 2018</b>
<b>Requested Authorized Title:</b>	Student Services Representative	<b>LIM:</b>	
<b>Working Title:</b>	Student Services Representative	<b>Estimated Salary Range:</b>	\$36,000

<b>Board Approval Date</b>	<b>August 2018</b>
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## Justification

Please provide a detailed justification including enrollment growth, new programs, etc.

The student enrollment center in the Student Services Division has collapsed its operations to provide students with a "one-stop-shop" streamlined student service experience. The Student Services Representative will offer students enrollment, registration, financial aid, and advising services. Additionally the representatives will need to know how to navigate Disability Services, Student Support Services, Career Pathways, and Veteran's Services. These positions will make appropriate service and resource referrals.

By having these employees fulfil a broader spectrum of services jobs are be collapsed and students are more effectively served ensuring student success.

## Educational Requirements

What are the educational requirements to perform this job? Bachelors

What are the unique skills needed to perform this job? Strong interpersonal skills, experience in academic advising at an academic institution. Excellent computer, communication - both written and verbal skills are essential as well.

Is certification required? No



# Non-Classified Central Pool Justification Form



## Duties

Please list in order of priority and include supervisory responsibilities if applicable.

1. Understands the process and procedures of the Student Services office, including the Offices of Admissions and Records, Financial Aid, Advising, Disability Services, Student Support Services, Career Pathways, and Veteran's Services. Provides information regarding the policies and procedures of these offices to students and others as needed.
2. Makes appropriate service and resource referrals.
3. Provides accurate admissions, financial aid, new student orientation, advising and registration information to prospective and currently enrolled students.
4. Understands the financial aid policies and processes and provide information and instructions to students on how to apply and complete the process; understands the scholarship process and assist students with the process.
5. Understands the assessment process and testing services provided by the College and provide information regarding the policies and procedures to students.
6. Understands the admissions process and assist prospective students with the completion of the application for admission and procurement of needed documents.
7. Understands the registration process and assist students by supplying information to enable the student to complete the advising and registration process accurately and in a timely manner.
8. Be familiar with student organizations and activities and provide relevant information including policies and schedules to students.
9. Maintains a working knowledge of Student Services resources, including software and equipment, websites, career assessments and class schedules.
10. Checks drop and withdrawal form information against the student's schedule and warn about potential financial aid implications.
11. Works closely with other members of Student Services to facilitate student recruitment, enrollment, and retention efforts.

# Non-Classified Central Pool Justification Form



## Additional Information

Example: Will this be a new hire? Yes

Example: Is this job currently being done? If so please explain. Yes, this job is currently being performed

Example: Who will this position report to? Director Enrollment Support Center

## Decision (for official use only)

☐

Approved

☐

Rejected

☐

Approved with modifications

☐

Deferred

## Justifications

## Signatures (for official use only)

Institutional Finance

Date:

ADHE Director

Date:

# Classified Central Pool Justification Form



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<b>Institution:</b>	<b>NorthWest Arkansas Community College</b>	<b>Date:</b>	<b>July 23, 2018</b>
<b>Requested Authorized Title:</b>	Accounting Coordinator	<b>LIM:</b>	
<b>Working Title:</b>	Payroll Manager	<b>Estimated Salary Range:</b>	\$35,360

<b>Board Approval Date</b>	<b>August 2018</b>
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## Justification

Please provide a detailed justification including enrollment growth, new programs, etc.

Payroll currently has one full time and one part time position in this department. This position is needed to ensure continuity of services and mitigate risk.

## Educational Requirements

**What are the educational requirements to perform this job?** The formal education equivalent of an associates' degree with a major in business administration, accounting or related field; plus two years of experience in payroll processing, payroll accounting or related area.

**What are the unique skills needed to perform this job?** Strong organizational and time management skills. Strong background in HRIS systems, payroll processing, budgeting, and payroll reporting.

**Is certification required?** No

# Classified Central Pool Justification Form



## Duties

Please list in order of priority and include supervisory responsibilities if applicable.

1. Verification of employee pay information for all new hires/changes. This duty is performed continuously.
2. Process payroll including balancing, verifying and reconciling payroll output. This duty is performed biweekly.
3. Prepare monthly, quarterly, and annual reports for various benefits, workers compensation and employee retirement plans. Transmit TIAA-CREF file, report totals to Budget Office and make journal entry. Prepare ATRS and APERS monthly and quarterly reports and online statements. This duty is performed continuously.
4. Perform testing new modules in college's HRIS/payroll system. This duty is performed continuously.
5. Maintain payroll procedures manual. This duty is performed continuously.
6. Process state unemployment wage audits.
7. Prepare remittances that are mailed to third party vendors.
8. Work with employees to verify and correct leave balances.
9. Work with Human Resources to calculate, verify, and resolve deferred compensation.
10. Calculate and process employee retroactive payments.
11. May prepare tax reports quarterly and annually.
12. Perform any other related duties as required or assigned.

## Additional Information

Example: Will this be a new hire? Yes

Example: Is this job currently being done? If so please explain. Yes, this job is currently being performed by a part time employee who has accepted another position within the institution.

Example: Whom will this position report to? Payroll Director



# Classified Central Pool Justification Form



## Decision (for official use only)

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> Approved                    | <input type="checkbox"/> Rejected |
| <input type="checkbox"/> Approved with modifications | <input type="checkbox"/> Deferred |

## Justifications

## Signatures (for official use only)

Institutional Finance		Date:	
ADHE Director		Date:	

# Classified Central Pool Justification Form

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<b>Institution:</b>	<b>NorthWest Arkansas Community College</b>	<b>Date:</b>	<b>July 23, 2018</b>
<b>Requested Authorized Title:</b>	Production Artist	<b>LIM:</b>	
<b>Working Title:</b>	Production Artist	<b>Estimated Salary Range:</b>	\$33,711

<b>Board Approval Date</b>	<b>August 2018</b>
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## Justification

Please provide a detailed justification including enrollment growth, new programs, etc.

Payroll currently has one full time and one part time position in this department. This position is needed to ensure continuity of services and mitigate risk.

## Educational Requirements

**What are the educational requirements to perform this job?** The formal education equivalent of a bachelor's degree in graphic design, visual arts, or a related field.

**What are the unique skills needed to perform this job?** Knowledge of design techniques, tools, and principles. Knowledge of principles and processes for providing customer service. Knowledge of marketing techniques and strategy. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources. Ability to develop creative ways to solve a problem. Ability to concentrate without being distracted.

**Is certification required?** No

# Classified Central Pool Justification Form



## Duties

Please list in order of priority and include supervisory responsibilities if applicable.

1. Design original promotional materials for workforce including publications, brochures, and other printed visual materials. Help schedule, evaluate, and coordinate the development and production of promotional materials for the Workforce Division.
2. Design original visual materials for the Workforce public-facing website in order to increase aesthetic value and represent the College in a professional manner.
3. Maintain College brand identity, including use of the logo and name in printed/visual materials.
4. Under the direction of the Director of Marketing develop and coordinate College-wide themes for program promotion and workforce participant recruitment campaigns.
5. Work with work force staff to produce various forms of print and digital media to support student recruitment and retention.
6. Design and create artwork for promotional items and display material for the College.
7. Work with various College departments to promote College-wide special events.
8. Coordinate the College's process for ordering and producing business cards and door signs.
9. Improve existing website designs for layout, graphics, etc., and develop innovative new designs.
10. Design signage and promotional materials for the College and all of its locations.
11. Assist with marketing aspect of user experience at NWACC.
12. Provide images and graphic elements for use on the College's social media platforms.
13. Work with other members of the Public Relations and Marketing team to develop marketing and communications strategies.
14. Perform any other related duties as required or assigned by the Director of Marketing and Creative or the Executive Director of Public Relations and Marketing.

## Additional Information

Example: Will this be a new hire? Yes

Example: Is this job currently being done? If so please explain. Yes, this job is currently being performed by a part time employee

Example: Whom will this position report to? Director Marketing

# Classified Central Pool Justification Form



## Decision (for official use only)

☐

Approved

☐

Rejected

☐

Approved with modifications

☐

Deferred

## Justifications

## Signatures (for official use only)

Institutional Finance

Date:

ADHE Director

Date: