

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## USCG-STCW License Coordinator

### POSITION OVERVIEW

Reporting directly to the Registrar, the USCG-STCW License Coordinator is responsible for ensuring institutional and student compliance with all USCG-STCW license requirements and supports the Registrar, Dean of Faculty, and Provost in all USCG (United States Coast Guard), NMC (National Maritime Center), NVIC (Navigation and Vessel Inspection Circulars), STCW (Standards of Training Certification and Watch keeping), and TWIC (Transportation Worker Identification Credential) compliance matters. The USCG-STCW License Coordinator supports the enforcement of MMA academic and institutional policies, USCG program- approval requirements, and federal law to protect the confidentiality of student academic, medical and personal records while providing excellent customer service to all individuals, faculty, academic departments and external agencies served by the Office of the Registrar. This is a full-time, 12-month staff union position with benefits.

### DUTIES

- Understand and enforce the federal regulations pertaining to merchant marine training of students at state maritime academies, specifically 46 CFR Part 310 and the USCG SOP (Standard Operating Procedures). This includes, but is not limited to, understanding sea time accrual, geographic and technical classifications of sea time, criteria for various credentials and specialized endorsements, and the details of the license-based degree programs offered at MMA.
- Understand and enforce requirements of FERPA (Family Educational Rights and Privacy Act) and HIPPA (Health Insurance Portability and Accountability Act) to protect the confidentiality of student academic/medical records and communications.
- Enter, maintain, retrieve, and verify the accuracy of academic, STCW, sea-time, and license examination records maintained in Power Campus (MMA's official Student Information System), the MMA portal, USCG/NMC computer programs, and internal paper-based record management systems.
- Work closely with MMA's IT Department to maintain and continuously improve the STCW record-keeping capabilities of MMA's portal to serve the needs of students, faculty, Office of the Registrar, institution, and the USCG/NMC.
- Serve as the primary institutional contact and a "trusted agent" to the USCG/NMC, and their affiliated Regional Exam Centers, to address and oversee matters relating to students enrolled in USCG-approved license programs, degree progress, STCW requirements, USCG examinations, and USCG credential applications and eligibility.
- Coordinate, oversee, and maintain the integration of the hundreds of specialized USCG NVIC task references into the USCG curricula and STCW courses at MMA. Must ensure the NVIC task references are individually mapped to all appropriate STCW courses, identify where the tasks are assessed in the various points of the curricula, and offer guidance as to the impact the timing/location of assessments may have on faculty resources, facilities, and financial expenditures for the institution.
- Coordinate and oversee internal/external processes through which students apply for a USCG entry-level and license credential, are scheduled to take USCG examinations, and ensure all credentials and medical certificates received from the USCG/NMC are accurate based upon the student's application and eligibility for the credential and related endorsements.

- Work closely with MMA faculty to ensure the record-keeping related to STCW competency assessments is complete and accurately documented to comply with USCG requirements.
- Coordinate and oversee the administration of USCG license examinations at MMA, including proctor support, the collection of examination scores, support materials and services required by students, and all related communications with the USCG/NMC and Boston Regional Examination Center.
- Coordinate and oversee all external/internal academic and STCW audits between MMA and USCG and work to ensure compliance with all program requirements.
- Coordinates and supports the Provost with MMA's academic program approvals, renewals, and change requests to USCG/NMC to ensure timely, accurate, and complete submissions.
- Complete STCW audits of student degree completion progress and communicate audit findings to Registrar, Assistant Registrar, students and advisors.
- Interact regularly with colleagues at other state maritime academies to discuss operational and policy matters relating to USCG examinations, credential applications, USCG audits, program approvals and USCG issues concerning students and the institutions.
- Attend USCG-related meetings (some may require travel) to represent the institution and Office of the Registrar as needed.
- Become certified as TWIC (Transportation Worker Identification Credential) enrollment agent, complete frequent online trainings, process TWIC enrollments and activations, submit weekly data reports, and serve as lead TWIC agent for institution.
- Enforce MMA institutional and academic policies as well as internal office policies, as needed.
- Understand and analyze academic plans and degree requirements for all majors and minors and convey this information, as needed, to students, faculty, and advisors.
- Assist students, advisors and faculty with matters concerning course registration.
- May supervise student employees and/or Academy employees.
- Other related duties as assigned.

*This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.*

## **SKILLS**

- Excellent computer skills, proficiency with Microsoft Office Suite and Outlook Email, knowledge of student information systems (preferably Power Campus), and ability to learn other applications and programs supported by the MMA IT Department for use in the office and in work with the USCG/NMC.
- Excellent email correspondence and verbal/written skills to convey communications in an articulate, accurate, thorough manner with proper grammar usage.
- Excellent ability to multi-task with computer-based projects, telephone communications, and constant in-person interactions with students, staff and faculty each day while always maintaining excellent, efficient and courteous customer service.
- Excellent attention to detail and ability to follow office procedures to ensure accuracy and integrity of professional work product.
- Ability to communicate effectively with students, faculty, staff, MMA leadership, external agencies/institutions, prospective students, and other third parties as needed while maintaining confidentiality of student records and enrollment information as appropriate.
- Ability to respond with accurate information and courtesy to common inquiries or complaints from students, parents, regulatory agencies or members of MMA.

- Ability to present information effectively and professionally to MMA leadership, the Board of Trustees, other internal departments or external agencies.

## **REQUIREMENTS**

- Bachelor's degree from an accredited four-year college or university
- At least two years of experience in higher education
- Prior experience and knowledge with the USCG/NMC preferred
- Knowledge and experience using complex student information systems
- Commitment to fostering student academic success and providing excellent customer service to all served by the office

## **SPECIAL FACTORS**

- Criminal background check required
- May require participation in USCG drug testing program
- Tobacco-free campus/buildings/ship

## **WORKING CONDITIONS**

- Contacts include students, parents, prospective students/families, alumni, and various internal/external constituencies
- Near constant use of keyboard and computer screen
- Standard office equipment

Maine Maritime Academy Position Factor Evaluation			
	Job Title: USCG-STCW License Coordinator	Job Code:	
	Wage Grade: 20	Total Points: 466	
	Factor	Degree	Points
1	Knowledge and Skill	6	216
2	Effort		
	A. Mental and Visual Effort	5	40
	B. Physical Effort	2	20
3	Responsibility for Cost Control	4	32
4	Responsibility for Others		
	A. Injury to Others	1	8
	B. Supervisory Responsibility	3	24
	C. Sensitive Information and Records	5	40
5	Working Conditions	3	30
6	Responsibility for External and Internal Relations	7	56
	Date of last reclassification: 2023-08-11		