

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INSTRUCTIONAL SUPPORT SERVICES SUPERVISOR

BASIC FUNCTION:

Under the direction of the Dean of Instructional Support Services, plan, coordinate, and direct assigned Instructional Support Services functions including curriculum, catalog and schedule production, and Instructional Program Research Information services and activities; provide direction and oversight to assigned classified staff; coordinate and implement the upgrading of computerized systems with other units on campus; serve as primary liaison to the Computer Systems and Services Department; oversee the development of instructional databases and reports; provide support to the academic schools, faculty, and other departments and centers.

REPRESENTATIVE DUTIES:

Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for the production of the College schedule and catalog; provide a variety of specialized technical support for room scheduling and faculty office assignment. *E*

Establish schedules and methods for providing assigned services; identify resource needs; review needs with appropriate management and instructional staff; allocate resources accordingly. *E*

Participate in the development of instructional policies and procedures; implement, review, monitor, and evaluate work activities to ensure compliance with established policies and procedures as well as state and federal regulations and mandates; provide recommendations for changes and improvements to existing standards and procedures. *E*

Supervise catalog and schedule production; train, oversee, and monitor the progress of assigned College publications production. *E*

Recommend and assist in the implementation of goals and objectives for assigned services and functions; implement approved programs, policies, and procedures. *E*

Participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; prepare reports that present and interpret data, identify alternatives, and make and justify recommendations. *E*

Prepare training documentation and provide technical expertise to other staff. *E*

Participate in selecting, training, and providing work direction to student workers and assigned staff; review completed work projects. *E*

Maintain current knowledge of applicable laws, rules, regulations policies, and procedures including those related to college curriculum as well as state, Title 5, and Education Code regulations. *E*

Support the registration process through preparation, updates, and distribution of schedule changes; provide assistance and information to administration, faculty, and staff campus-wide concerning schedule parameters, timelines, and activities; gather and analyze related data. *E*

Attend and participate in professional group meetings, seminars, trade shows, vendor demonstrations, and training sessions; stay abreast of new trends and innovations. *E*

Participate in the development of the academic calendar.

Perform related duties and responsibilities as required.

Instructional Support Services Supervisor- Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, services, and activities of an Instructional Support Services program.

Academic terminology.

Pertinent federal, state, and local laws, codes, and regulations including Title 5 regulations, practices, and procedures.

Principles and techniques of supervision, training, and performance evaluation.

Basic principles and practices of budget preparation and administration.

Methods and techniques of research, analysis, and decision making.

Principles and procedures of financial and statistical record keeping.

Principles and procedures of report preparation.

District organization, operations, policies, and objectives both in general and as they apply to the Instructional Support Services office.

Technical aspects of field of specialty.

Principles and practices of program development and administration.

Modern office procedures, methods, and equipment including computers and applicable software and computer applications including word processing, spreadsheets, statistical databases, and CurricUNET.

English usage, spelling, grammar, and punctuation.

Advanced oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Plan, coordinate, implement, and manage assigned operations and activities of the Instructional Support Services program.

Supervise, organize, and review the work of assigned classified staff.

Plan and organize work flow to meet schedules and time lines.

Select, supervise, train, and evaluate staff.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Compile, assemble, and interpret data from diverse sources.

Prepare a variety of reports and correspondence related to area of assignment.

Maintain accurate and complete records and files.

Develop and monitor the assigned budget.

Interpret and apply applicable federal, state, and District policies, laws, and regulations.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work independently with little direction.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: a Bachelor's degree and four years of work experience in a college or university leading, overseeing, or supervising staff involved in utilizing integrated information systems comparable to Schedule 25, Resource 25, Curricunet, or Datatel Colleague. Experience with schedule/catalog production and the curriculum development process is highly desirable.

Instructional Support Services Supervisor- Continued

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL ABILITIES:

Sitting and/or standing for prolonged periods of time.

Lifting, moving, and carrying light objects.

Reaching overhead, above the shoulders and horizontally.

Dexterity of hands and fingers to operate a variety of office equipment including computer keyboard and peripheral equipment.

Hearing and speaking to exchange information on the telephone or in person.

Seeing to read and verify data, prepare various materials and view a computer monitor.

HAZARDS:

Contact with dissatisfied, hostile, and/or sometimes abusive individuals.

Created: October, 2006

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Johnson & Associates