

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DEAN, INSTRUCTIONAL SUPPORT SERVICES

DEFINITION

Under general direction, plans, organizes, and directs all operations, activities, and programs of the Instructional Support Services Department; implements and oversees instructional services to support educational effectiveness and achievement of student learning outcomes; fosters cooperative working relationships among District divisions and departments and with various external entities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Superintendent/Vice President, Academic Affairs. Exercises general direction and supervision over faculty, professional, technical, and administrative support staff, directly and through hierarchical levels of management and supervision indirectly.

CLASS CHARACTERISTICS

This is a Dean classification that oversees and directs all programs and activities of the Instructional Support Services Department, including short- and long-term educational planning and development, and administration of departmental policies, procedures, and programs. This class assists the Vice President, Academic Affairs in a variety of administrative, management, analytical, and liaison capacities.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the functions of the job.

1. Assumes full management responsibility for all assigned programs, services, and activities, including curriculum, catalog, class schedules, enrollment management, distance education, learning resources, and tutorial services, in accordance with missions, goals, and objectives of the District.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; within District policy, establishes appropriate budget, service, and staffing levels.
3. Facilitates the progress of curriculum through local and statewide approval processes; confers with statewide leaders and system Chancellor's Office for course and program approvals, program inventory, and curricular initiatives.
4. Administers the Online Learning and Distance Education Program; coordinates distance education courses to ensure accreditation standards; provides support to students and faculty in distance education program with technical and curricular support.
5. Oversees a range of instructional services, including: Learning Assistance Center tutorial services, computer laboratories in Interdisciplinary Tutoring Center and Academic Success Center, Power Study Program (PSP) tutoring initiative; and Learning Resource Center/Library services.
6. Collaborates with Student Affairs departments to establish class schedule and registration policies and practices and to resolve instructional and curricular issues with degree audit, catalog, and awarding of degrees.
7. Manages, develops, and administers annual program budgets; participates in identification of and application for external funding sources, including developing partnerships; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

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8. Participates in the selection, training, and motivation of faculty and staff; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities; provides leadership in the professional development of assigned faculty, staff, and administrators; in accordance with District policy and procedures, coaches faculty and staff toward improved performance; implements disciplinary procedures; recommends hiring or termination; responds to staff questions and concerns.
9. Oversees the overall quality of the department's services by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
10. Oversees programs and activities to enhance faculty and administrative understanding of education practices, curriculum standards, and instructional strategies related to assigned programs and services.
11. Provides consultation and technical expertise to administrators, faculty, staff, students, and outside agencies concerning Instructional Support Services; promotes Instructional Support Services objectives and offerings to faculty, staff, community organizations, and others.
12. Coordinates department programs, services, and communications between administrators, faculty, staff, other departments and divisions, public and private outside agencies, and students; establishes and maintains partnerships in support of department activities.
13. Oversees and participates in conducting a variety of analytical and operational studies regarding departmental and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
14. Ensures mandated reports are submitted according to established timelines.
15. Advises, provides expert guidance, and prepares and delivers presentations on issues pertaining to Instructional Support Services.
16. Attends and participates in professional group meetings and various District committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment.
17. Directs and facilitates the preparation and maintenance of a variety of records and departmental files.
18. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
19. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Academic Affairs.
20. Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
21. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.

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- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of enrollment management.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods and techniques for the development of presentations, business correspondence, research and reporting, and information distribution.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and practices of record keeping.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Provide administrative and professional leadership and direction for the department and assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- Develop and monitor budgets and effectively utilize resources.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Select, train, motivate, and evaluate the work of faculty and staff; train faculty and staff in work methods and procedures.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.

EDUCATION AND EXPERIENCE:

A Master's degree and one year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment **OR** possession of a valid California Community College Supervisor Credential **OR** the equivalent.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The incumbent must occasionally bend in the performance of work duties.

ENVIRONMENTAL ELEMENTS

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with faculty, staff, or students under project deadlines or other stressful conditions.

Revised: November, 1999
Johnson & Associates

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Johnson & Associates

Revised: July, 2011
Human Resources

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Koff & Associates