

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR, CENTER OPERATIONS

DEFINITION

Under general direction, plans, organizes, and provides direction and oversight to a Higher Education Center (Center) operations including facilities maintenance, safety and security and student services support functions; assists in scheduling, coordinating, and overseeing staff assigned to Center operations; sets priorities and directs the work of assigned staff; fosters cooperative working relationships among District divisions and departments and with various community groups; serves as responsible site administrator in the absence of the Dean; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Dean, Higher Education Center. Exercises general direction over academic, technical, and administrative support staff through directly and subordinate levels of supervision.

Provides functional direction to faculty and student workers.

CLASS CHARACTERISTICS

This is an academic administrator classification that oversees activities and day-to-day operations of the assigned Center, including administration of policies, procedures, and programs. This class provides assistance to the Dean, Higher Education Center in a variety of administrative, management, and liaison capacities. Responsibilities include coordinating the activities of the Center with other District departments and outside agencies and the development and execution of Center projects and programs. This class is distinguished from the Dean, Higher Education Center by the latter's responsibility for short and long term educational planning and development for the projects and programs related to the various functions of the assigned Centers. It is further distinguished from the Supervisor, Center Operations by its responsibility for Center operations including budget, and involvement in long-range planning and course offerings.

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. Plans, coordinates, and supervises the operational functions of the assigned Center; coordinates Center activities including instructional, counseling, admissions, financial aid, health services, transfers, assessment, fiscal services, and other student services and activities.
2. Participates in the development, coordinates the implementation, and manages goals, objectives, policies, procedures, and work standards for the Center; participates in short and long-range planning activities.
3. Recommends instructional programs and student services to be offered at the Center; proposes related course offerings; recommends faculty assignments and room schedules.
4. Coordinates Center activities, services, and communications between the main campus, other education centers, administrators, faculty, staff, other departments and divisions, outside agencies, governmental agencies, students, and the public; assists in the coordination and delivery of educational collaboratives housed within the Center; establishes and maintains partnerships in support of Center activities.
5. Participates in the selection, trains, motivates, and directs Center staff; evaluates and reviews work for acceptability and conformance with work standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

6. Plans, directs, and coordinates the work of assigned staff; review and evaluate work products, methods and procedures; plans and facilitates staff meetings.
7. Provides direction, information, technical assistance, and problem resolution to administrators, faculty, staff, students, outside agencies, and others concerning Center operations and activities; provides information concerning programs, services, curriculum, and courses.
8. Participates in the development and administers the Center's annual budget; participates in identification of and application for external funding sources, including developing industry partnerships; participates in the forecast of additional funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
9. Leads outreach, marketing, and promotional activities of Center offerings.
10. 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; implements change.
11. Assumes responsibility for Center facilities including custodial operations, maintenance and repair, and emergency/crisis operations as needed; performs various safety and security related duties, including inspection and monitoring of the environment and facilities; ensures related activities comply with established standards, requirements, laws, codes, rules, regulations, ordinances, policies and procedures.
12. Conducts a variety of studies and investigations regarding Center activities and operations; prepares technical records and reports, identifies alternatives, and makes and justifies recommendations.
13. Attends and participates in professional group meetings and various District committees and advisory boards.
14. Serves as the representative of the District to the external community in which Center is located, participating in professional group meetings, committees and community initiatives to maintain positive public relations.
15. Directs and facilitates the preparation and maintenance of a variety of records and departmental files.
16. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
17. Counsels student and faculty with difficult and sensitive complaints and issues and facilitates resolutions and recommendations; initiates student progressive discipline as necessary.
18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
19. 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.
- 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.
- Community outreach and marketing practices for educational institutions.
- Principles and procedures of record keeping.

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Director, Center Operations - *Continued*

- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Develop and implement goals, objectives, policies, procedures, and work standards for the assigned Center.
- Provide administrative leadership and direction for Center operations.
- Develop and monitor budgets.
- Allocate resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Counsel and facilitate conflict resolution and problem solving with Center personnel and students.
- Develop and implement marketing and outreach strategies.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Conduct effective negotiations and effectively represent the District in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

A Master's degree **AND** one (1) year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

LICENSES AND CERTIFICATIONS:

Spanish language proficiency in usage, spelling, grammar and punctuation for the San Ysidro site assignment is desired.

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; to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

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Johnson & Associates

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Johnson & Associates

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Human Resources

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