

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: SUPERVISOR, CENTER OPERATIONS**

#### **DEFINITION**

Under general direction, assists in the planning, organizing, and provision of 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 or Director, Center Operations; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Dean, Higher Education Center or the Director, Center Operations. Exercises general supervision over support staff.

#### **CLASS CHARACTERISTICS**

This is a full supervisory-level classification that oversees activities and day-to-day operations of the assigned Center, including administration of policies and procedures. The incumbent organizes and oversees day-to-day operations and activities and is responsible for providing professional-level support to the assigned manager. Responsibilities include coordinating the activities of the Center with other District departments and outside agencies. This class is distinguished from the Director, Center Operations by the latter's administrator 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. Assists in the coordination and supervision of the operational functions of the assigned Center; coordinates Center activities including instructional, counseling, admissions, financial aid, health services, transfers, assessment, and other student services and activities.
2. Implements and oversees policies, procedures, and work standards for the Center.
3. Coordinates Center activities, services, and communications between the Chula Vista campus, other education centers, administrators, faculty, staff, other departments and divisions, outside agencies, governmental agencies including feeder schools, students, and the public; assists in the coordination and delivery of educational collaborative housed within the Center.
4. 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.
5. 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.
6. Monitors the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement; implements change.
7. Coordinates Center facilities with District custodial operations and maintenance and repair departments; 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.

8. Directs and facilitates the preparation and maintenance of a variety of records and departmental files.
9. Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
10. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- 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.
- Principles and practices of record keeping.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- 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, and legislative 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:**

- Implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned Center.
- 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 staff and train staff in work procedures.
- 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.
- 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:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

A bachelor's degree from an accredited college or university with major coursework in business or public administration **AND** two (2) years supervisory experience preferably in an educational setting. Spanish language proficiency 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 and classroom 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 and classroom 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.

Revised: November, 1999

*Johnson & Associates*

Revised: March, 2007

*Johnson & Associates*

Revised: July, 2011

*Human Resources*

Revised: September, 2018

*Koff & Associates*