



<b>Position:</b> Director of Academic Affairs, Student Academic Support	<b>Position Number:</b>
<b>Department/Site:</b> Academic Affairs	<b>FLSA:</b> Exempt - Administrative (Educational Administrator)
<b>Reports to:</b> Dean of Academic Affairs or assigned administrator	<b>Salary Range:</b> VII

### **DEFINITION**

Under general direction, plans, organizes, coordinates, reviews, and performs difficult and complex professional work related to the operations and activities of student academic support programs and services, including tutorial services and student support learning labs; coordinates with various campus programs and areas to implement related academic support services; supervises program development and review, and budget development and maintenance; develops, implements, and evaluates programs, services, and activities; represents the area on various committees and to the community during outreach events; manages the effective use of District and program resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Dean, Academic Affairs in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Dean of Academic Affairs. Exercises direct and general direction and supervision over professional technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification that oversees, directs, and participates in the daily functions, operations, projects, and activities of the Student Academic Support area, including short- and long-term planning and development and administration of program policies, procedures, and services. This classification provides assistance to the Dean of Academic Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work with that of other District divisions and outside agencies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This classification is distinguished from the Dean of Academic Affairs in that the latter has significant authority over and oversight of a broad cluster of academic fields or whole academic units with responsibility for accomplishing planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.*

- Assumes management responsibility for the functions, services, and activities of student academic support programs and services, including tutorial services, Math Academy, Reading and Writing Academy, Student Learning Labs, and Computer Lab.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the area; recommends, within program policy, appropriate service levels and resources; recommends and administers policies and procedures.

- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Dean of Academic Affairs.
- Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with program standards, including project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Participates in the development, administration, and oversight of the program's annual budget; monitors program expenditures to ensure compliance with established laws and regulations, as well as funding requirements.
- Establishes and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities; participates in developing strategic plans for academic support by coordinating with other divisions to implement related academic support services.
- Maintains program compliance with state, county, and federal regulations and laws; provides accurate reporting of program data to state and county regulatory agencies.
- Develops, analyzes, and assesses Student Learning Outcomes (SLOs) and Service Area Outcomes (SAOs) to ensure the measurement and improvement of program effectiveness (Program Planning and Assessment), and implements program modifications as necessary.
- Directs program development and review; monitors, evaluates, and adjusts programs in response to educational effectiveness and student needs; coordinates outcome-based assessments, planning and development of area programs and services.
- Develops tutoring schedules for Tutorial Services, Math Academy, Reading and Writing Academy, Learning Labs, and Computer Lab; develops and maintains schedules for subordinate personnel.
- Collaborates with the Early Support team on campus to ensure students are progressing towards educational goal completion; collaborates with academic and counseling staff to identify gaps in services and develop appropriate strategies to address these gaps.
- Communicates with administrators, personnel, and outside agencies to exchange information, coordinate activities and programs, and resolve issues or concerns; ensures proper and timely resolution of student and staff issues and conflicts related to the student academic support and related programs and services.
- Coordinates and maintains content of academic support promotional and informational materials, including web pages.
- Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of learning resources, programs, and other services as they relate to the area of assignment.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to academic support services.
- Maintains and directs the maintenance of working and official program files.
- Monitors changes in laws, regulations, and technology that may affect District or program operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Academic Affairs.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic, and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
- Budget development, administrative practices, and 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 procedures.
- Principles, theories, practices, procedures, and techniques of adult student learning, curriculum, and learner progress.
- Principles, practices, theories, and methods of research design, evaluation, data collection and statistical analysis, interpretation, and reporting of a variety of data and information.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications.
- 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, socio-economic, and ethnic groups.

### **Ability to:**

- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.
- Be a fair-minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.

- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Select, supervise, and evaluate employees.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively administer a variety of adult education and workforce development programs, projects, and administrative activities.
- Effectively represent the District in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

- Master's degree from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education, and
- Two (2) years of full-time teaching experience.

### **PHYSICAL DEMANDS**

Must possess mobility to work in classroom setting, use standard classroom equipment, including a computer; 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also may drive to different program sites. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing program policies and procedures.