

ASSISTANT DIRECTOR, COMMUNITY AND CONTRACT EDUCATION

DEFINITION

Under administrative direction, assists in planning, organizing, managing, and providing administrative direction and oversight for major programs, functions, and activities of the Community and Contract Education Department. Promotes programs and services in community and contract education as well as testing/proctoring services. Participates in the development and implementation of goals, objectives, policies, and priorities for the department. Organizes and coordinates marketing and outreach efforts to attract and inform prospective clients of our programs and services. Assists in coordinating assigned activities with other College departments, staff, and outside agencies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is an Assistant Director classification assigned to the Community and Contract Department. This class performs diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Assists in planning, development, and administration of departmental policies, procedures, and services. Incumbents at this level are expected to be knowledgeable in all procedures related to the assigned area(s) of responsibility, able to work with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and College activities and extensive student, faculty, and staff contact. This class is distinguished from the Director, Community and Contract Education, in that the latter has overall responsibility for all community and contract education programs, functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assists in the management of the development of programs, services, and activities, including community education, and contract training; recommends changes.
2. Assists in the coordination of departmental programs, services, and activities; provides input on schedules and methods for providing programs, services, and activities.
3. Participates in the development and administration of the department's annual budgets and related funds; assists with the forecast of additional funds needed for staffing, equipment, materials, and supplies; assists with the monitoring and approval of budget expenditures ensuring the appropriate use of funds; assists with the implementation of adjustments as necessary.
4. Assists in the development and implementation of goals, objectives, and priorities related to the School of Continuing Education workforce development efforts.

5. Assists with the selection, training, motivation, and direction of department assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
6. Recommends, develops, and implements changes to federal, state, local, and College policy; analyzes and evaluates program compliance updating program as necessary.
7. Works with staff and college partners to ensure development opportunities support pathways to college and careers.
8. Seeks and develops new fee-based, community education, and contract training opportunities; delivers and evaluates operations, courses, and activities.
9. Assists in the planning, implementation, and evaluation of course proposals for community education programs; conducts outreach activities to businesses; identifies and meets with prospect clients to discuss programs and services.
10. Conducts 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.
11. Develops, coordinates, and maintains marketing efforts as it relates to the program.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
15. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
16. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
17. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
18. Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Community and contract education administrative principles and practices, including planning, goal setting, program development, implementation, and evaluation.
3. Workforce development principles and practices and their application to a wide variety of programs.
4. Principles and practices of incumbent supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.

5. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
6. Procedures for planning, organizing, and coordinating a variety of outreach activities and events.
7. Modern office practices, methods, and computer equipment and applications related to the work.
8. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
5. Research, analyze, and evaluate training topics as they relate to new trends in industry.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Effectively administer a variety of programs, projects, events, and administrative activities.
8. Effectively represent the College in meetings with various educational, business, and professional organizations.
9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
11. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
12. 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.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
15. Learns and applies emerging technologies, and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in business administration, management, marketing, economics or a related field; and
2. Four (4) full time equivalent years of responsible experience in community and contract education, or similar programs.

Additional full time equivalent years of experience can be substituted for the required education on a year-for-year basis up to two (2) years.

Desirable Qualifications:

1. A Master's degree and/or specialized experience in community and contract education.
2. Knowledge of the California Community College System.
3. Knowledge of Community and Contract Education.
4. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
5. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

1. Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
2. The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, incumbent must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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

Amended: 8/2023