

ASSOCIATE VICE PRESIDENT, ADMINISTRATIVE SERVICES

DEFINITION

Under administrative direction plans, organizes, and provides administrative direction and oversight of assigned operations and support functions of the division of Administrative Services. Coordinates assigned programs and services with other College divisions, departments, officials, outside agencies, and the public. Fosters cooperative working relationships among College departments and with various public and private groups. Provides highly responsible and complex professional assistance to the Vice President of Administrative Services in areas of expertise and performs related work as required. The Associate Vice President, Administrative Services may act as Vice President, Administrative Services in their absence.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Administrative Services. Exercises general direction and supervision over management, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that oversees and participates in activities including planning and development and administration of policies, procedures, and services of Administrative Services. This position provides direct assistance and support to the Vice President, Administrative Services in a variety of administrative, management, analytical, and liaison capacities. The incumbent is accountable for managing and overseeing the complex and varied activities and functions of the division. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines. Successful performance of the work requires knowledge of public policy and College functions and activities, including the role of an elected Board of Trustees and the ability to develop, oversee, and implement projects and programs in a variety of areas.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, and directs Administrative Services support functions to assist the Vice President of Administrative Services in planning, development, and implementation of College processes.
2. Provides leadership in division-wide planning and program development in accordance with the mission, goals, and objectives of the College and division.
3. Provides administrative leadership and oversight for assigned areas in Administrative Services; promotes effectiveness, efficiency, cooperation, coordination, and communication among departments and all constituencies within the Administrative Services Division.

4. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
5. Assists with strategic planning in developing and implementing strategies to support and achieve College goals, vision, and institutional effectiveness.
6. Manages and participates in the development and administration of the division's annual budgets and related grants; 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.
7. Contributes to the overall quality of the division's service by developing, reviewing, and implementing policies, procedures, and internal controls to meet legal requirements and College 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.
8. Oversees and participates in conducting a variety of analytical and operational studies regarding assigned divisional and programmatic activities; prepares timely comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
9. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
10. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
11. Maintains, updates, and recommends changes to Board Policies and Administrative Procedures related to scope of responsibilities and facilitates their approval at all stages of the process, including Board approval.
12. Attends required Board meetings and Board Study Sessions.
13. Maintains collaboration with other associate vice presidents regarding College-wide matters.
14. Represents division vice president in meetings, events, and committees as assigned.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
17. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Represents the department to other College departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
19. Selects, trains, motivates, and directs department 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 and termination procedures; responds to staff questions and concerns.

20. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
21. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Administrative Services.
22. Participates in and makes presentations to the Board of Trustees and a wide variety of committees, boards, and commissions; performs financial review of matters pertaining to the various committees.
23. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Administrative principles and practices, goal setting and strategic planning, monitoring, measuring, and reporting of goals, objectives, and outcomes.
3. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
4. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
5. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
6. Public agency budget development, College-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
7. Collective bargaining in higher education and creating an environment of trust and respect among managers and staff.
8. Human relations concepts, skills, and change management concepts to improve employee performance through communication, team building, and conflict resolution.
9. Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
10. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
11. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
12. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.
13. 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. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Identify, develop, and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Analyze situations accurately and adopt an effective course of action; plan, prioritize, and organize work; meet schedules and timelines.
6. Make sound, ethical, and independent decisions within legal and general policy and regulatory guidelines.
7. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
8. Conduct effective negotiations and effectively represent the College and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
9. Must be able to keep a professional balance of mandated requirements and employee needs in a complex and demanding environment that is deadline and compliance oriented along with complying with various collective bargaining contracts.
10. Must be able to develop a system of communication internally and externally to keep employees apprised of changes and a forum for collaboration.
11. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
12. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
13. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
14. 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.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Communicate effectively through various modalities.
17. 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.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from a regionally or nationally accredited four-year college or university, with major coursework preferably in business administration, public administration, finance, economics, or related field; and
2. Three (3) years of increasingly responsible management experience, including supervisory experience.

Desirable Qualifications:

1. Management experience in an educational environment.
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students; OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students.

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification, although movement between work areas may be required. Positions in this classification occasionally may need to physically 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 and/or public and private representatives in interpreting and enforcing departmental policies and procedures.