

ASSOCIATE DEAN, CONTINUING EDUCATION PROGRAMS AND SERVICES

DEFINITION

Under administrative direction of the Dean, School of Continuing Education, the Associate Dean, Continuing Education Programs and Services has responsibility to assist, direct, and assess the noncredit and basic skills programs and services of the School of Continuing Education. The Associate Dean also assists in planning, organizing, controlling, and providing administrative direction and oversight for assigned operations, activities, programs, and services of the Continuing Education Division (School of Continuing Education) including grant and categorical programs in the areas of Student Equity, noncredit Student Success and Support, Basic Skills, and related grants; coordinates and directs communications, personnel, resources, curriculum, schedules, and information to meet the instructional needs of the Continuing Education Division (School of Continuing Education) and enhance educational effectiveness of designated programs and services; assists in Division-wide educational planning and program development in accordance with missions, goals, and objectives of the District and Division.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Dean, School of Continuing Education. Exercises general direction and supervision over faculty, professional, technical and administrative support staff.

CLASS CHARACTERISTICS

This is an Associate Dean classification that assists in overseeing, controlling, and directing all activities of the Continuing Education Division (School of Continuing Education), including short- and long-term planning and development and administration of Divisional policies, procedures, and programs. This class provides assistance to the Dean, Business in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Division with those of other divisions and departments and assisting in managing and overseeing the complex and varied functions of the Division. This class is distinguished from the Dean, Business in that the latter has overall management responsibility for all Division academic programs, functions, and activities, for accomplishing Divisional planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, organizes, controls, and directs designated operations, activities, programs, and services of the Continuing Education Division (School of Continuing Education); assists in establishing and maintaining Division timelines and priorities; ensures related activities comply with established standards, requirements, grant specifications, laws, codes, regulations, policies, and procedures.
- Assists with Division-wide educational planning and program development, particularly as related to noncredit and basic skills programs, in accordance with missions, goals, and objectives of the District and Division; administers and monitors assigned Division programs

and services to ensure compliance with established curriculum and content standards and requirements; participates in development, analysis, and implementation of curriculum standards to meet student needs; develops and recommends new courses and instructional activities as needed.

- Assists with Division-wide student services planning and program development, particularly as related to noncredit and basic skills programs; administers and monitors assigned programs and services to ensure compliance with established Student Success standards and requirements; participates in development, analysis, and implementation of practices and data collection standards to meet student needs; develops and recommends new student success and support tools and activities as needed.
- Coordinates and directs communications, personnel, resources, curriculum, schedules, and information to meet the instructional and student services needs of the Continuing Education Division (School of Continuing Education) and enhance the educational effectiveness of assigned programs and services.
- Selects, trains, motivates, and directs Division personnel; evaluates and reviews work for acceptability and conformance with Division 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.
- Assists Dean in conducting faculty review, including four-year probationary evaluation process, class visitations, and administrative evaluations.
- Participates in the development, management, and administration of the Division's annual budget; 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.
- Contributes to the overall quality of the Division's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District 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.
- Coordinates activities to enhance faculty and administrative understanding of education practices, curriculum standards, and instructional strategies related to Continuing Education Division (School of Continuing Education) programs and services.
- Provides leadership and serves as Division liaison with professional associations and state agencies in the area of Division noncredit and basic skills programs. Represents and advocates for noncredit and basic skills educational opportunities through Continuing Education venues statewide.
- Reviews faculty curriculum and provides technical advice on changes and modifications to curriculum; works with faculty on curriculum development and transfer articulation proposals.
- Reviews Student Learning Outcomes (SLO) and assessments; advises faculty and provides feedback and recommendations; provides technical training to faculty on SLO development and assessment procedures and guidelines; develops and updates reports tracking the progress and status of curriculum, SLO, and assessment for all courses and programs within the Division.
- Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning Division operations and activities; provides detailed and technical information concerning Division programs, services, curriculum, and courses.

- Coordinates Division programs, services, and communications between administrators faculty, staff, other Divisions and departments, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of Division activities.
- Conducts a variety of analytical and operational studies regarding Divisional and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Continuing Education Division (School of Continuing Education).
- Attends and participates in professional group meetings and various District committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment.
- Maintains and directs the maintenance of working and official Divisional files.
- Monitors change in laws, regulations, and technology that may affect District or Divisional 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, Business.
- Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- 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, practices, procedures, and techniques involved in development, implementation, and evaluation of curriculum standards and instructional programs, services, plans, strategies, processes, systems, projects, courses, goals, and objectives.
- Curriculum standards, requirements, and assessments related to Divisional programs and services.
- Instructional techniques and strategies related to Divisional programs and services.
- Standards, requirements, assessments, and strategies related to noncredit student success and support programs.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- 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.
- 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, disabilities, socioeconomic and ethnic groups.

Skills & Abilities to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the Division and the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques. Effectively administer a variety of Divisional programs, projects, and administrative activities.
- Effectively represent the District and the Division 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.
- 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. Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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:

Equivalent to a Master's degree from a regionally accredited college or university with coursework in any academic discipline OR a valid California credential that authorizes services as a community college administrator and five (5) years increasingly responsible management experience related to administrative assignments, including teaching experience.

Master's degree from a regionally accredited college or university in one of the business disciplines is preferred.

Licenses and Certifications:

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

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

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 staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.