

DIRECTOR, CENTER OF EXCELLENCE

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and personally performs difficult and complex professional work related to the activities of the Center of Excellence, including workforce research, partnership development, strategic planning, Chancellor's Office special projects, and grants management; researches and analyzes various program data and develops reports; provides highly complex and responsible support to the Dean, Business in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is a management classification that manages all operations and activities of the Center of Excellence. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean, Business in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other departments, divisions, and outside agencies. This class is distinguished from the Dean, Business in that the latter oversees the programming and administration of the District's entire Business Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, projects, and activities of the Center of Excellence, including workforce research, partnership development, strategic planning, Chancellor's Office special projects, and grants management.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Center of Excellence; recommends within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Manages and participates in the development and administration of the assigned annual budget; directs the forecast of additional funds needed; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the Center of Excellence, 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, Business.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Dean, Business.
- Directs and participates in the preparation and maintenance of various grant applications, records, reports, and files related to activities, performance, outcomes, and expenditures; ensures compliance with grant requirements; submits required reports to the Chancellor's Office.
- Conducts research on workforce development needs, including primary research, industry surveys, interviews, secondary research, and data analysis; prepares and publishes environmental scan studies; provides consultation and technical expertise to regional community colleges concerning emerging jobs and workforce needs; responds to inquiries and provides detailed and technical information concerning projects.

- Coordinates Center of Excellence communications and information between other regional centers, community agencies, independent contractors, staff, faculty, administrators, businesses, and economic development and governmental agencies; conducts marketing and outreach activities.
- Researches, analyzes, and identifies partnership opportunities for regional workforce development; establishes and maintains partnerships with regional clients and partners including other Centers of Excellence, Economic and Workforce Development grantees and businesses; seeks available grants and opportunities to leverage resources.
- Monitors and evaluates Center of Excellence products and services for educational and economic effectiveness and operational efficiency.
- Attends and participates in professional group meetings and various committees and advisory groups; makes presentations at meetings and conferences; stays abreast of new trends and innovations related to Center of Excellence programs, projects, and services as they relate to the area of assignment.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Center of Excellence.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or Center 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 Chancellor's Office.
- Responds to difficult and sensitive public 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 and practices involved in planning, organization, and direction of Center of Excellence operations and activities including economic development functions and the development of programs and resources in support of emerging industry and workforce trends.
- 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, socio-economic and ethnic groups.

Skills & Abilities to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Plan, organize, control, and direct Center of Excellence operations and activities.
- Develop partnerships with economic development organizations, industry associations, Workforce Investment Boards, and other workforce intermediaries.
- 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 Center of Excellence programs, projects, events, and administrative activities.
- Effectively represent the District and the department 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 graduation from a regionally accredited four-year college or university with major coursework in business administration, economics, or a related field and two (2) years of economic and workforce development experience.

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 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 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.