

### Job Description

**Title:** Manager, Academic Support

**Unit:** Management

**Range:** 9

**Committee Review:** 7/7/2020

**Synopsis:** Update position to reflect the change of services and needs from the College  
Under the direction of the Dean of Library and Learning Resources, this position will provide support in the College's effort to coordinate and align academic support centers across campus in order to increase student success. Within the Guided Pathways framework, this project manager will support workgroups, facilitate workgroup activities, gather information, manage budget, strengthen communication across workgroups, and write and disseminate reports.

**Rational**

## **MANAGER, ACADEMIC SUPPORT**

### **DEFINITION**

Under the administrative direction and oversight of the Dean, Library and Learning Resources– Plans, organizes, coordinates, academic support centers for alignment with institutional standards and integrated planning in order to increase student success. Within the Guided Pathways framework, incumbent will manage workgroups, collaborate with Division deans, develop strategic plans, and facilitates workgroup activities. Strengthen communication across workgroups and with faculty in order to execute the overall vision and implement changes recommended by various groups.

### **SUPERVISION RECEIVED AND EXERCISED**

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

### **CLASS CHARACTERISTICS**

This is a management classification that plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the Guided Pathways framework and is responsible for providing professional-level support to the campus and community in a variety of areas. Assists in planning and development and administration of departmental policies, procedures, and services. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean, Library and Learning Resources in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in managing departmental work. This class is distinguished from the Dean, Library and Learning Resources in that the latter has overall responsibility for all functions of the Library and Learning Resources Division and for developing, implementing, and interpreting public policy.

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

1. Plans, coordinates and oversees the daily functions, operations, and activities of program; participates in the development and implementation of marketing strategies to promote assigned programs, projects, and services; plans and coordinates assigned program workshops, presentations, information sessions and events
2. Coordinates the efforts from various workgroups involved in the project(s), and provides technical assistance with program development and implementation.
3. Maintains current knowledge of methods and technologies pertinent to the project(s); conduct, and review research studies, and surveys regarding project constituents, clients, and trends.
4. Manages program budget and recommends cost effective strategies, including exploring available grant funds for maintaining program services.
5. Manages the preparation, and maintenance of detailed, and comprehensive reports, records, and files regarding project budgets, personnel, facilities, student attendance, and activities.
6. Selects, trains, motivates, and directs the assigned 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 procedures; responds to staff questions and concerns.
7. Participates in the development and implementation of goals and objectives; prepares, and disseminates reports

8. Serves as a resource in maintain communication with College, regional, and statewide program administrators and staff to exchange information, coordinate programs, resolve issues and conflicts; and recommends changes.
9. Researches and analyzes program data; prepares comprehensive technical records and reports; takes corrective action as necessary.
10. Recommends and implements changes to federal, state, local, and District policy; analyzes and evaluates program compliance updating program as necessary.
11. Establishes processes and/or protocols to manage, and maintain categorical and/or College budgets within tutor centers.
12. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas if needed.
13. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
2. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
3. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
4. Operation of a computer, a variety of assistive devices, mobile devices, and assigned software.
5. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned department.
6. Record-keeping principles and procedures.
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. Recommend and implement goals, objectives, and practices for providing effective and efficient services.
2. Develop a program budget within state and local constraints.
3. Manage and monitor complex projects, on time and within budget.
4. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
5. Evaluate and develop improvements in operations, procedures, policies, or methods.
6. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
7. Design training programs, documentation, and deliver presentations on a variety of related topics.
8. Establish and maintain a variety of filing, record-keeping, and tracking systems.
9. 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.
9. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Understand scope of authority in making independent decisions.

12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
10. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education or related field and three (3) full time equivalent years management and/or administrative of experience in developing, implementing and managing comprehensive tutorial programs, services, and activities.

### **Preferred Qualifications:**

1. Two years' experience supervising staff
2. Experience working with academic programs and/or services
3. Experience managing budgets

### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees 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 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.