Long Beach Community College District Date Adopted: March 10, 2014

CLASS SPECIFICATION
Director of Academic Services

FLSA Status: Exempt
EEOC Job Category: Professionals
Union Representation: Unrepresented

GENERAL PURPOSE
Under the direction of the Associate Vice President, Pacific Coast Campus, the Director of Academic Services will oversee the day-to-day operations of Academic Services, Oracle coordination of class scheduling, academic workload, and course catalog. Participate in development of enterprise-level direction and strategy for business intelligence; develop data warehouse resources including dashboards, complex queries, reports and other tools. Collaborate with deans, administrators, managers and IITS staff to ensure development of systems capabilities to achieve operational and service strategies in the most efficient manner. Oversee scheduling component of enrollment management, academic hourly budget, and other academic services technology responsibilities.

DISTINGUISHING CHARACTERISTICS
This is a single-incumbent, classified management position which directs and implements the District’s activities and staff of the Academic Services Office. The incumbent plans, organizes, implements, and administers the Academic Services department. Resolves complex and difficult academic services’ student, faculty, and staff issues. Responsible for working with outside agencies such as governmental (both federal and state), auditors, vendors, and other institutions. Responsible for institutional compliance with the Federal and California Codes and California Community College Chancellor’s Office mandates and other applicable rules and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, manages and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual department budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve department and district goals, objectives and performance measures consistent with the District’s quality and service expectations.

2. Provides day-to-day leadership and works with staff to ensure a high performance, customer service oriented work environment which supports achieving District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment. Directs and supervises the work of staff engaged in maintaining and updating the District’s course catalogue and schedule of classes.
3. Participate in development of operational plans and initiatives including enterprise-level direction and strategy for business intelligence to meet department goals and objectives. Implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results.

4. Develop data warehouse resources including dashboards, complex queries, reports and other tools. Provide ongoing training to Vice Presidents, Deans, Academic Administrative Assistants, and Department Heads.

5. Plans, organizes, directs and controls the District’s Academic Services functions to achieve optimal efficiency and effectiveness; provides direction including planning, goal setting, implementation, coordination, evaluation and accountability for course catalog, class scheduling, faculty workload, enrollment management and reporting. Oracle coordination of Academic Services functionality.

6. Prepares, submits, and monitors the annual budget for Academic Services; researches and approves expenditures for services, supplies, and equipment in accordance with established policies, procedures, and protocols.

7. In collaboration with executive management, participates in the design, development, and implementation of technology strategic plans, goals and objectives for academic services to achieve higher efficiency, productivity and customer service. Directs division staff in the development and application of new processes and technologies.

8. Consults with IITS and participates in the development and enhancement of specialized automated systems; maintains current knowledge in the latest technology related to functional areas, including hardware and software capabilities; provides major input to long-range technology planning decisions; maintains ongoing relationship it IITS staff regarding same.

9. Directs and supervises work of consultants related to design and implementation of technology planning and implementation of district technological infrastructures to support the college and Academic Services. Serves as project director for small and large scale technology projects related to academic services and the college. Integrates technology into overall work plans of the department and District.

10. Designs, writes and produces complex, custom reports using Cognos and other data reporting and statistical analysis software tools on a regular and ad hoc basis; extracts data to perform validation processes; responds to a wide variety of data requests to support decision-making purposes.

11. Resolves complex and difficult academic services processing, course catalog, and class schedule issues. Oversees the development of user training; oversees the preparation of user documentation, written procedures, training guides, manuals and materials for users and support staff; meets with users to provide information on systems changes and address questions or issues; instructs users on table set ups, data structures and execution of specific processes.

12. Consults with and advises deans, administrators and managers on applications development, enhancement and maintenance issues; explains technology and process options and assists in analysis and decision making; analyzes management information needs and recommends data and reporting
processes; identifies integration points between modules from a data flow, business process and applications perspective.

OTHER DUTIES
1. Prepares a variety of complex, periodic and special reports and surveys.
2. Coordinates special projects as assigned
3. Using advanced reporting tools, analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.
4. Performs other duties as assigned

QUALIFICATIONS

Knowledge of:
1. Federal, state and local laws, codes, rules, regulations and court decisions applicable to academic services function for a community college.
2. Applicable sections of the State Education Code and the Federal Title IV regulations.
3. Database design concepts, database structures and data management software.
4. Methodologies for developing program and user documentation and user training materials.
5. Principles of data driven decision making and planning; knowledge of program evaluation for effectiveness and efficiency.
6. Systems software to integrate academic services, enrollment management, and data warehouse.
7. Principles and practices of sound business communication.
8. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.

Ability to:
1. Plan, organize and direct the work of academic services staff.
2. Perform complex business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.
3. Prepare clear, concise and comprehensive reports and written materials.
4. Exercise sound, expert and independent judgment within general policy guidelines.
5. Principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
6. Use a high degree of tact, diplomacy, and discretion in dealing with sensitive and complex issues and situations and information on behalf of the college.
7. Communicate effectively, both orally and in writing.

8. Meet schedules and timelines.

9. Operate a microcomputer and business related software involving word processing, spreadsheets, databases, imaging and desktop publishing.

10. Plan, organize and supervise work and staff; train, supervise, evaluate, and provide work direction and guidance to others.

11. Maintain effective working relationships with clients, staff, and members of the general public from diverse socioeconomic backgrounds.

12. Understand and follow oral and written directions.

13. Work confidentially with discretion.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited institution of higher education with a Bachelor's degree in public administration, business administration computer science, or a closely related field; and a minimum of five years of experience within two or more areas: developing data warehouse resources, enrollment management and reporting, school catalog development and class scheduling, or conducting business process analyses and performing basic project oversight responsibilities in an academic setting; and a minimum of two years' experience in management and supervision of staff; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear both in person and by telephone; and use hands to finger, handle and feel computers and standard business equipment. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve
problems; use math and mathematical reasoning; observe and interpret people and situations; perform work on multiple concurrent tasks with constant interruptions, and interact with participant/students, outside agency contacts; off-site employer representatives; District management, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical office conditions, and the noise level is usually quiet.