

DEAN, CONTINUING EDUCATION PROGRAMS AND SERVICES

DEFINITION

Under administrative direction, plans, organizes, controls, and provides administrative direction and oversight for operations, activities, programs, and services of the assigned School of Continuing Education (SCE) programs; oversees department-wide educational planning and program development in accordance with missions, goals, and objectives of the College and department; coordinates assigned academic programs with other College divisions, departments, officials, outside agencies, and the public; provides highly responsible and complex professional assistance in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, School of Continuing Education. The work provides for a wide variety of independent decision-making within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that oversees, controls, and directs assigned academic departments, programs, and activities of the School of Continuing Education, including educational planning and development and administration of SCE policies, procedures, and programs. This class provides assistance in a variety of administrative, management, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and College 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 SCE with those of other divisions, departments, and outside agencies and managing and overseeing the complex and varied functions of the division. The incumbent is accountable for accomplishing division planning and the development of goals and objectives that further College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for Adults Basic Education, Adults with Disabilities, Education for Older Adults, and Adults with Disabilities for School of Continuing Education (SCE) academic functions, programs, services, and activities.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for SCE; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Oversees and is responsible for SCE educational planning and program development in accordance with missions, goals, and objectives of the College and SCE; oversees administration and monitoring of assigned SCE programs and services to ensure compliance with established noncredit curriculum and content

- standards and requirements; develops, analyzes, and implements noncredit curriculum standards to meet student needs; oversees development and implementation of new noncredit courses, programs, and instructional activities.
4. Facilitates effective noncredit scheduling and enrollment strategies.
 5. Collaborates in the development and oversight of grant-funded programs and services.
 6. Oversees the coordination of communications, personnel, resources, noncredit curriculum, schedules, and information to meet the instructional needs of SCE and enhance the educational effectiveness of assigned noncredit programs and services.
 7. Manages, develops, and administers SCE'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.
 8. Oversees the overall quality of SCE's service by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, 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.
 9. Conducts faculty review, including four-year probationary evaluation process, class visitations, and administrative evaluations.
 10. Oversees noncredit programs and services to enhance faculty and administrative understanding of education practices, noncredit curriculum standards, and instructional strategies related to SCE programs and services.
 11. Oversees and participates in reviewing noncredit faculty curriculum and provides technical advice on changes and modifications to curriculum.
 12. Oversees and participates in reviewing 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 SCE.
 13. Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning SCE operations and activities; provides detailed and technical information concerning noncredit programs, services, and noncredit curriculum and courses.
 14. Coordinates SCE 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 SCE activities.
 15. Oversees and participates in conducting a variety of analytical and operational studies regarding SCE programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
 16. Ensures mandated reports are submitted according to established timelines.
 17. 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.

18. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
19. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
21. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
22. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
23. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
24. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
4. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of SCE projects, programs, policies, procedures, and operational needs.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Principles, practices, procedures, and techniques involved in development, implementation, and evaluation of noncredit curriculum standards and instructional programs, services, plans, strategies, processes, systems, projects, courses, goals, and objectives.
7. Noncredit curriculum standards, requirements, and assessments related to SCE programs and services.
8. Instructional techniques and strategies related to SCE programs and services.
9. Standards, requirements, assessments, and strategies related to noncredit student success and support programs.
10. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.

12. Modern office practices, methods, and computer equipment and applications related to the work.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. 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, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
7. Effectively administer a variety of SCE programs, projects, and administrative activities.
8. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. 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.
11. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
12. Communicate effectively through various modalities.
13. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Review situations accurately and determine the appropriate course of action using judgment according to established policies and procedures; understands the scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a master's degree from a regionally or nationally accredited college or university with coursework in any academic discipline; or

2. Valid California credential that authorizes services as a community college administrator; and
3. Five (5) years of increasingly responsible management experience related to administrative assignments, including teaching experience.

Desired Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

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 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 and classroom 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.

Amended: 8/2023