

**DIRECTOR, SYSTEMS AND OPERATIONS, SCHOOL OF CONTINUING  
EDUCATION**

**DEFINITION**

Under administrative direction, directs, plans, organizes, manages, and provides administrative direction and oversight for a variety of complex functions, processes, and activities in the School of Continuing Education (SCE) including enrollment management, division registration processes, collection and reporting of state and federal noncredit student and program compliance data; coordinates assigned activities with other College divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance.

**SUPERVISION RECEIVED AND EXERCISED**

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

**CLASS CHARACTERISTICS**

This is a management classification that oversees, directs, and participates in complex activities of the School of Continuing Education, including planning and development and administration of departmental policies, procedures, and services. This class assists in various administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy, particularly noncredit 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 SCE activities with those of other divisions and departments and outside agencies; managing and overseeing the complex and varied functions of the department.

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

1. Directs SCE compliance, reporting, and mandated data submissions including College, state, and federal reporting; ensures quality control to ensure accurate and timely submissions.
2. Leads noncredit enrollment and related student support functions, including noncredit student application, registration, scheduling, student records, attendance, and noncredit transcripts.
3. Directs, oversees, and improves the efficiency and effectiveness of SCE enrollment management; assumes responsibility for the integrity of enrollment functions; participates in enrollment audits for noncredit programs; directs the implementation of improvements.
4. Serves as the SCE consultant on external adult education student data systems with the Information Technology department, including technical consultation, problem-solving, and support.

5. Directs and oversees SCE noncredit enrollment patterns, efficiency, and growth targets; generates current weekly and semester attendance records; analyzes and ensures the integrity of noncredit data, including programs with state and federal certifications; provides support for related training.
6. Coordinates with campus departments to ensure accurate submission of noncredit data for the College's Apportionment Attendance Report (CCFS-320) and MIS student, course, and program-level data.
7. Directs and ensures accurate scheduling, course contact hours, faculty load, and attendance collection; oversees Title 5 compliance on apportionment for noncredit supervised tutoring courses.
8. Responsible for noncredit Special Admit process and compliance; coordinates with campus Admissions and Records and Information Technology Departments on noncredit admit enrollment and registration.
9. Manages state and federal budgets in the School of Continuing Education and recommends cost-effective strategies, including exploring available grant funds for maintaining program services.
10. Directs, oversees, and performs various noncredit student support services, including processing transcripts, researching, and verifying residency and AB540 status, updating and adjusting student records; coordinates with post-secondary institutions for noncredit student records.
11. 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.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy; implements, enforces, supports, and abides by federal, state, and local policies, Board Policies and Administrative Procedures.
15. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
17. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible 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. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
  5. Principles and practices of noncredit programs, attendance collection, and noncredit student outcomes.
  6. Student Information Systems, including noncredit specific computing systems.
  7. California Adult Education Program (CAEP) and Workforce Innovation and Opportunity Act (WIOA II) policy, computing system, metrics, reporting, and compliance requirements.
  8. Noncredit admissions and records rules and procedures in the School of Continuing Education.
  9. Modern office practices, methods, and computer equipment and applications related to the work.
  10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
  11. 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, socio-economic, and ethnic groups.

**Skills & Abilities to:**

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Research, analyze, and evaluate effective student and program data and records.
8. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
9. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
10. Establish and maintain a variety of filing, record-keeping, and tracking systems.
11. 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.
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 appropriate course of action using judgment according to established policies and procedures; understands 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 four-year degree from a regionally or nationally accredited four-year college or university; and
2. Two (2) years supervisory or management experience including academic information systems 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 a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (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 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 ELEMENT**

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.