



Job Description

Job Title: Senior Director-Business Services

JTC: AQD

Salary Range: E05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for leading the operations of an organization, ensuring business goals are achieved by applying business strategies and developing organizational objectives.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must be able to provide leadership, oversight and accountability for the operational effectiveness and efficiency of an organization to achieve its mission and goals. Understands and keeps abreast of applicable laws, regulations and government requirements and their impact on the business ensuring compliance through effective procedures, policies and practices.

Ability to manage complex projects; plan and evaluate processes or programs; examine and re-engineer operations; formulate policy, develop and implement new strategies and procedures. Ability to provide strategic direction by identifying actions necessary to achieve task(s) completion and obtain results meeting timelines, quotas, budget, performance goals, etc. Able to collaborate with leadership and/or stakeholders regarding ways to improve the functionality of the organization in the best interest of the district.

Must have strong leadership and interpersonal skills and the ability to work effectively with diverse cultures and populations. Able to manage internal and external relationships in ways that promote the best interest of all stakeholders. Ability to sustain and improve the work environment in the face of change and environmental challenges. Understands and effectively manages group dynamics and ambiguity; maintains confidentiality; acts ethically and with integrity.

Ability to seek ways to proactively improve organizational processes and outcomes by being objective, fairly evaluating different components and aspects of a situation; maintaining a balance between the goals of the organization and those of the district. Recommends policy/procedural changes to support business needs.

Ability to manage and impart information to a diverse district-wide community working cross-functionally with other constituents to implement operational strategies and document new processes to improve the customer experience.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree plus three (3) to five (5) years of experience in related field. Official transcripts are required. Must have valid driver's license. ****Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for managing the operations team to ensure the successful delivery of all services to clients, and to ensure that projects are completed on time and within budget. Responsible analyzing accounts, projecting revenues and expenditures, submission of carry-forward requests and providing suggestions for efficient stewardship of funds. Develops and implements the vision, goals, and objectives for the business operations team. The ability to assess, revise and streamline processes that optimize workflow and meet cross-functional business goals.

Works with others to provide information for decision making. The ability to gather facts, meet with stakeholders to evaluate proposals, develop an implementation strategy, promotes the new process, collects feedback and makes adjustments to improve the process.

Builds strong relationships with different levels of upper management, colleagues, and individuals, to promote a positive business environment. Collaborate with counterparts in other service areas such as IT, Facilities and the District foundation to resolve financial issues. Considers all alternatives when problem-solving and promotes, recommends, and implements solutions.

Establishes and implements cash controls for the cashiering and depositing functions of the college, initiate actions to improve processes related to complex accounting reconciliations. Manages all aspects of the operations budget, including forecasting and budget planning. Resourceful, action-oriented individual who possesses strong time-management skills and knows how to overcome obstacles to get things done, by following protocols for decision-making.

Confident in communicating to groups using the appropriate resources, materials and follows safety guidelines, rules and regulations. Uses multiple channels to communicate important messages to colleagues, strong oral and writing skills is required to effectively work with individuals from diverse backgrounds and provides excellent customer service.

Supervises approximately 2-15 employees however, this may vary depending on assigned area and manages a budget of approximately \$630,000+.

Performs other duties as assigned.



The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.