



## Job Description

**Job Title: Manager Instructional Support Services**

**JTC: CAN**

**Salary Range: N05**

**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 planning, coordinating and managing an area depending on assignment in the instructional support services of the campus.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have strong knowledge of instructional support services. Requires a high degree of knowledge of a variety of software/hardware and the ability to utilize computer technology to access data, maintain records, generate reports and communicate with others.

Ability to interpret and apply administrative and departmental policies. Ability to work with instructors to identify instructional program needs. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget.

Requires high degree diplomacy, planning, coordination of labor, accountability, and problem-solving skills and the ability to work autonomously and independently. Analyze situations accurately and adopt an effective course of action

Able to establish and maintain cooperative relationships with students, clients, and co-workers. Able to support the Director in the day to day planning and operations of the Learning Resource area.

Oral and written communication skills in order to support interaction with individuals from varying backgrounds. Strong knowledge and experience providing effective customer service. Excellent interpersonal skills and the ability to create strong professional relationships with colleagues, staff and clients.

## 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

Associate degree plus four (4) years of experience in an educational environment specifically related to student development and/or support services. Requires one year of supervisory experience. Official transcripts will be required. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans coordinates and manages the daily operations of the instructional support area assigned. Manages a wide range of instructional resources as assigned and provides support services to support and assist faculty, staff, and student support services.

Responsible for maintaining and developing the assigned area website presence and information. Responsible for collecting, managing, maintaining, and interpreting data collection for the area assigned. Collects and maintains statistical data needed in the evaluation of service usage and in the preparation of federal and state reports.

Works collaboratively in outreach efforts with instructional divisions and other areas across the campus. Work with faculty and academic divisions in developing, administering and coordinating appropriate student support services related to student development. Serve as Director in the absence of the Director. Maintain a partnership with Student Services to ensure student success through collaborative orientation and college awareness sessions.

Evaluates, selects and recommends equipment and materials utilized for instructional support including software and hardware if applicable. Responsible for hiring, training, evaluating, and supervising instructional support staff as well as provide day-to-day problem-solving and training of staff.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provides excellent customer service.

Performs related 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.*