



## Job Description

**Job Title: Instructional Support Service Manager**

**JTC: CJG**

**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 the preparation of contracts for Adjunct Faculty and extra service contracts, general support and operations of the Adjunct faculty office, and other reporting activity for the instructional divisions.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience using a variety of software and database applications and ability to understand issues related to mainframe application. Able to perform formal and informal diagnostic evaluations, i.e., academic, behavioral and perceptual for the purposes of defining and refining student needs.

Advanced ability to access information, maintain records and prepare reports. Ability to interpret and apply administrative and departmental policies. Assists in the development of policies and procedures to improve efficiency.

Ability of to work with faculty, clients, staff and students. Able to schedule and lead instructional support team meetings. Ability to multi-task, schedule, facilitate, and complete both short and long term projects in a timely manner.

Able to coordinate attendance, grade, and related reporting activities of adjunct faculty for the registrar, distribution and processing of classroom evaluation of part-time faculty. Must be able to verify accuracy, completeness and compliance with DCCCD guidelines and policies.

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. Occasionally may be required to lift and carry materials weighing up to 20 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's degree plus three (3) years of experience in an educational environment related to teaching and faculty support. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. workday during heavy registration peak times. 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

Responsible for the production of course schedules for each semester and the work involved in preparation of web-based schedule materials for each division for the entire campus. Receives, researches, and verifies data to generate adjunct and extra-service contracts for faculty including verification of load of full-time faculty.

Coordinates the processing and delivery of service contracts to the Human Resources department. Primary resource answering questions and providing general information regarding the interpretation of policy and procedures for the DCCCD.

Liaison for student's success initiatives, between faculty and the enrollment management teams. Creates and maintains forms and tracking mechanisms to implement programs, including the Recruitment Management calendar for the campus. Provides answers to requests for information from faculty, deans, and administration that require detailed knowledge about instruction division data. Provides research support for the director for new program development for new programs being explored by the college.

Responsible for the daily operation of the adjunct faculty center, including preparation of schedules, training and evaluation of part-time staff members and student workers. Liaison for the adjunct faculty center, gives orientation sessions for new adjunct faculty members, updates the adjunct faculty manual, along with the day-to-day administrative management of the adjunct office. Manages budget, monitors expenditures, prepares and processes all purchase orders, professional service contracts related to events, program reviews and travel requests.

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*



## Dallas County Community College District

*perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*