



Job Description

Job Title: Manager – Student Services

JTC: CQB

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 assisting with the day-to-day functions of a segment of work, a sub-section of an organization, or a functional area within an organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction or oversight of a business unit, division, department, or an operating unit within an organization with or without reporting staff. Plans and maintains work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the organization.

Assists in the establishment and implementation of efficient administrative policies, programs and procedures; develop strategic goals and objectives for area(s) of responsibility in conjunction with strategic direction, mission and goals of business unit or organization.

Demonstrated ability to work effectively with both internal and external groups with a cultural, racial and ethnically diverse background; strong commitment to world-class customer service.

Recognize emerging trends in area(s) of expertise and prepare for changes that may occur as a result of these trends. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget.

Manages the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.

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 three (3) years of related experience. Official transcripts are required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for providing student services which may include, coordinating, developing and implementing admissions, registration, student records, transcript evaluation, degree audit, enrollment and testing services. Assists in the planning and implementation of goals and objectives for the assigned area(s) in student services following DCCCD policies and procedures.

Assesses services provided by admissions, registration, transcript evaluation, degree audit, testing, and registration and makes recommendations for improvements. Acts as a resource in answering questions and providing information regarding student services as they apply to departmental functions.

Collaborates with internal and external personnel, for the purpose of implementing and/or maintaining assigned services and programs. Administers programming and instructional opportunities for students, including components, support needs, and materials for the purpose of delivering and creating effective delivery models and services which conform to established guidelines.

Responsible for budget development and management, and ensures compliance with federally mandated services and programs that are provided. Creating, collecting and analyzing a variety of information and statistics, preparing reports and making recommendations.

Responsible for the integrity of college records which support state and federal reports. Interprets and implements state/federal regulations and District policies related to admissions, registration, transcript evaluation, testing, and degree audit. Must have demonstrated leadership, team building skills, interpersonal skills coupled with strong administrative, and communication skills, both oral and written.

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.