

## Job Description

**Job Title: Senior Manager – Student Services**

**JTC: CQC**

**Salary Range: N06**

**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

Provides guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries in order to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and model's integrity in decisions, communication and treatment of all individuals internal/external to the college community. Protects the privacy and confidentiality of employees, students and others. Creates a work environment that embraces and appreciates diversity. Enables employees and/or students to grow and succeed through positive feedback and instruction.

Maintains consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Clarifies and communicates performance expectations, objectives and roles, effectively transmitting ideas, instructions and information through clear, concise written and verbal communication. Makes decisions that are based on thorough analysis of issues and uses sound judgment. Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community. Must be able to provide excellent customer service.

## 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

Bachelor's degree or higher plus two (2) to four (4) years of related experience. Official transcripts are required. Special licenses or certifications such as registered nurses (RN), CPR, etc., will be required depending on the nature of the position. Must have valid driver's license if traveling to off-site locations. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for providing leadership for student development areas such as advising, career services, testing, university transfer, disability services and other areas specifically related to student service programs, and development. Interprets and implements state/federal regulations and District policies and procedures related to admissions, registration, financial aid, and ensures compliance. Plans, directs and evaluates comprehensive services in key student development areas.

Collaborates with faculty and staff in the preparation of programs and departmental budgets; the learning processes, strategic planning, and organizing and supervising programs and making changes when required. Maintains current knowledge of applicable federal requirements, Texas Higher Education Coordinating Board (THECB) and the DCCCD policies pertaining to key student development areas.

Prepares reports, proposals and recommendations for student programs and keeps detailed records of assigned activities and programs. Undertakes special projects and completes them on time, utilizing the budget and solving problems as they are related. Demonstrated experience with academic planning, time management, and program development skills.

Analyzes and evaluates the instructional programs to meet the future needs of the students, community and employer requirements and recommends changes to upgrade existing programs. Capable of assessing situations to determine the importance, urgency, and risks, and makes clear decisions which are timely and in the best interests of the students.

May be responsible for the budget and expenditures; and may supervise and provide leadership for the faculty and staff through the selection, hiring, and professional development. Strong interpersonal and communication skills, listening, orally and written; to work with individuals from diverse backgrounds. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Performs other duties as required.

*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.*