



Job Description

Job Title: Senior Manager – Transfer 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 models 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.

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 three (3) to four (4) years of work-related experience. Official transcripts are required. Special licenses or certifications may 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 oversight and leadership for assigned district-wide articulation and transfer services that align with the strategic initiatives, mission, vision and goals of district. Work with internal/external colleges and universities to develop, initiate and/or negotiate articulation agreements and guided pathways that correlate to DCCCD academic programs.

Research and ensure that DCCCD policies and procedures follow state regulatory agencies and statutes. Develop, implement and lead district-wide professional development forums related to transfer process and guided pathways. Evaluate and re-engineer district-wide transfer systems and transfer and articulation resource information. Collect, maintain and report on data regarding articulation/transfer/pathways students to leadership team.

Work cross-functionally with diverse, multi-cultural internal/external constituents and stakeholders within the DCCCD network community to integrate transfer strategies. Serve as departmental liaison for program area and assist in the management of department operational functions. Respond to requests and inquiries from students, staff, and/or the public regarding the interpretation of articulation policies and procedures. Establish and maintain effective working relationships with academic community within the DCCCD network to design efficient and effective transfer tools and protocols.

Uses independent judgment, critical thinking, and personal initiative to research, compile, and analyze detailed information and data from a variety of sources related to articulation/transfers. Responsible for supervision of assigned staff and directs the implementation of complex projects related to transfer initiatives.

Effectively present information to students, staff, or the public communicating clearly and concisely, both orally and in writing. Plan, schedule, direct, coordinate, and review the work and performance of assigned staff in a manner conducive to proficient performance and high morale.

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



Dallas County Community College District

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