

Job Description

Job Title: Senior Manager – Business Office

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

Administers and oversees the day-to-day business-related functions for the business office including, but not limited to, accounting, budget, purchasing, accounts payable, accounts receivable and updates office procedures and policies. Ensures compliance with all College and District policies and procedures as well as state and federal laws that apply.

Understanding of various business office processes, enrollment processes, financial aid guidelines to provide student assistance, and maintains accurate record keeping. Knowledge of forms and software's associated with regular business office procedures. Develops and maintains reports and files, and provides data required for completion of periodic reports and documents.

Builds strong working relationships with departments, outside vendors, and agencies to answer questions obtain information and resolve issues. Provides assistance to college personnel, students, vendors and the general public in matters of college business, DCCCD business policy and procedures. Researches and analyzes problems related to accounting, cash management, contract billing, refunds, purchasing, and tuition payments recommending solutions within District guidelines.

Directs and manages others; determines work procedures, assigns duties, promotes efficiency; may develop and administer operational programs, and may write or present extremely complex papers and reports.

Leads, plans, develops and implements various projects regarding improvements to the functions of the business office. Assist the Director in all areas of the business office, and is responsible for the organization when the Director is out of the office.

Meets with staff to inform them about changes in policy, updates on semester due dates, refunds registration, etc. Excellent communications skills to effectively interact orally and in writing to students,



the general public, staff, administrators, and faculty. 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.

Supervises approximately 2-5 employees (direct/indirect), and may be responsible for department budget.

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. Position requires regular and predictable attendance.