

## NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Director, Academic Support Programs and Services	Range: 18 (AC)	Management Schedule
Date Revised:	August 22, 2007	Date Approved:	January 1, 2000

### PRIMARY PURPOSE

Under the direction of a college Vice President or designee, this position is responsible for performing a variety of administrative and supervisory duties related to the functions and activities of college academic support programs and services.

### ESSENTIAL FUNCTIONS

*Examples of essential functions are interpreted as being descriptive and not restrictive in nature.*

1.	Performs varied and responsible duties in the development, organization and administration of college academic support services and programs, including the Skills Center, Reading Lab, Writing Center, Tutoring Center, and other academic support services and programs as assigned.
2.	Formulates and develops goals, objectives, policies and procedures to enhance academic support services.
3.	Develops, in collaboration with faculty and staff, learning assistance programs and services to serve the learning support needs of the college; provides leadership in implementing innovative services, including current technology-based programs with appropriate equipment and software.
4.	Initiates studies and conducts analyses to assess changing learning support needs and the effectiveness of the activities of programs and services.
5.	Develops and prepares the annual preliminary budgets for assigned programs; monitors and controls budget expenditures; directs the preparation and maintenance of detailed and comprehensive reports, records and files regarding programs, operations, and activities.
6.	Determines appropriate equipment and supplies for programs and services in accordance with established policies.
7.	Develops and coordinates the basic skills training for student facilitators, tutors, aides and assistants assigned to academic support services programs.
8.	Trains, supervises, evaluates and directs the work of personnel as assigned; participates in selection and hiring processes.
9.	Plans, organizes and arranges appropriate staff development programs and activities for assigned staff; provides orientation for new employees.
10.	Organizes, attends or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned; coordinates programs and services as appropriate with other District and college personnel.
11.	Maintains current knowledge of instructional methods and new technologies pertinent to assigned programs; learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized and timely manner.
12.	Demonstrates sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.

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13.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
14.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
15.	Performs related duties as assigned.

**OTHER FUNCTIONS**

**WORKING RELATIONSHIPS**

The Director of Academic Support Programs and Services maintains frequent contact with college administrators, faculty, staff and students.

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications**

Possession of a master's degree from a regionally accredited institution and at least one year of formal training, internship, or leadership experience reasonably related to the position.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

**Desirable Qualifications**

Possession of a master's degree in a discipline related to curriculum areas supported by academic support services programs.

Teaching experience, preferably in a community college.

Administrative or leadership experience demonstrating increasingly responsible supervisory duties.

Experience in the management, coordination, or leadership of an academic program or service.

Knowledge of current trends in skills development, individualized student instruction, tutoring, learning centers, technology-based skills development and related issues.

Ability to work cooperatively and productively with a wide variety of persons in various disciplines; strong interpersonal skills and effective organizational skills, including analysis and problem solving; familiarity with data collection, statistical analyses and preparation of formal reports.

Demonstrated effective oral and written communication skills.

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

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**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of District organization, operations, policies and objectives  
Knowledge of state education codes and requirements including Title 5  
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary  
Knowledge of record keeping procedures  
Knowledge of budget preparation and maintenance  
Knowledge of appropriate software and databases  
Ability to interpret, apply and explain rules, regulations, policies and procedures  
Ability to assess, analyze, implement and evaluate research project activities  
Ability to analyze situations accurately and adopt an effective course of action  
Ability to plan, organize and prioritize work  
Ability to meet schedules and time lines  
Ability to work independently with little direction  
Ability to understand and follow oral and written directions  
Ability to communicate efficiently both orally and in writing  
Ability to supervise, train and provide work direction to others  
Ability to establish and maintain effective working relationships with others

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**SPECIAL REQUIREMENTS**

None

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**WORKING CONDITIONS**

Office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3- hours); may require off-site duties and activities.

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