



Job Description

Job Title: Associate Director – Institutional Effectiveness & Improvement

JTC: APV

Salary Range: E02

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 business operations and financial administration of the organization. Provides project strategy, resource planning, coordination and execution of projects and analytics.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience to organize, plan and direct the daily activities of a department or organization. Advanced knowledge to develop, manage and implement departmental processes and procedures to meet vision, mission and goals of the organization. The ability to drive implementation of key initiatives following policies and procedures of the district and organization.

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Provide leadership that encourages employee productivity and efficiency. Advanced experience developing both short- and long-term strategies that meet business needs. The ability to lead committees and task forces to improve service and quality.

Develop and maintain constructive and cooperative working relationships with individuals of diverse backgrounds, both internally/externally, within and outside of the organization, with representatives of the community, employee and public interest groups to meet the business needs. Excellent interpersonal skills that are demonstrated by being articulate, direct and forthright, and serving as a collaborative and decisive team member and a strategic thinker with a broad perspective.

The ability to make clear, consistent, transparent decisions, acts with integrity in all decision making and distinguishes relevant from irrelevant information making timely decisions. Demonstrated organizational skills in planning, directing and prioritizing multiple and complex assignments and projects. Ability to manage multiple matters simultaneously and to respond to rapidly shifting priorities or challenging situations. Knowledge and experience of forecasting and managing the budget.

Ability to maintain confidentiality and has high ethical standards. Strong verbal and written communication skills, with the ability to present and communicate with multiple levels in a multicultural community. Strong knowledge and experience in providing effective 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

Master's degree or higher in related field plus two (2) years of experience working in related field. Must have valid driver's license. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the leadership and institution-wide training in outcomes assessment for instruction, administrative support, and student services. Develops, plans, deploys and improves processes to measure institutional effectiveness goals and outcomes using quality improvement techniques.

Provides support, primary leadership, and facilitation for all process mapping, measurement, and improvement of activities. Performs research studies, conducts surveys, and trend analysis to support planning and evaluation for institutional improvement.

Manages the colleges' Weaveonline assessment platform, the Affirm accreditation reporting platform and the Effective Life-Long Learning Inventory (ELLI) databases. Develops new practices to address changing external mandates such as changes to Texas Higher Education Coordinating Board (THECB) or Southern Association of Colleges and Schools (SACS) requirements. Utilizes project management skills, sets goals, prioritizes, and implements continuous improvement of projects, and data analysis activities.

Establish working relationship with District, state, and regional accreditation leaders to influence accreditation standards. Provides leadership to the DCCCD Core Curriculum Strategy and Steering Team as well as additional committees to focus on standardizing learning outcomes assessment using rubrics. Makes recommendations on how courses are taught, the content and structure of the courses and programs and the assessment process itself, based on analysis of results.

Assists with and identify solutions for the institutional performance gaps by providing an examination of the possible causes for the gaps, suggesting further data collection through focus groups or surveys, conducting continuous improvement training, and helping to identify relevant benchmarks. Provides instruction on Weaveonline, Visio, and Nvivo to faculty, staff, and administrators in the use of software platforms to assist them in decision-making.

Interprets policies and procedures mandated by the THECB and SACS for faculty and at Academic Council retreats, faculty professional development assemblies, and presentations at curriculum meetings. Must have excellent listening, oral and written communications to communicate with a diverse array of stakeholders and constituents within the DCCCD community network.

May supervise full-time employees and is responsible for the department budget.

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.