



Job Description

Job Title: Executive Director – Business Support Services

JTC: AQH

Salary Range: E07

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 the operational leadership, design, development and strategic plan for the assigned areas of responsibility in a cost-effective and time-efficient manner. Responsible for the day-to-day operation which includes managing committees and staff and developing business plans to accomplish the goals, mission and vision of the District. Responsibilities include financial management, organizational development, staff management, and program operations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Broad knowledge and experience executing operating strategies and plans, manages staff, sustains the operational financial plan and oversees the administrative management of the organization(s). Demonstrated success to effectively lead change and organizational growth through strategic planning. The ability to analyze strategies to move the organization forward, setting goals, evaluating the process and implementing improvements.

Demonstrated track record of success in an administrative leadership position overseeing the operations of an organization(s) or program(s). Experience and amiable individual who can maintain a solid relationship with executive leadership, administrator, staff and students to achieve the goals of the organization; cultivating a positive work environment. Advanced knowledge of policies and procedures and adheres to high ethical standards when implementing process and improvements to comply with District guidelines.

Excellent analytical skills with exceptional organizational skills and the ability to think strategically and tactfully. The ability to present concepts effectively and influence all levels of the organization and administration. Capable of evaluating options and actions based on trends and conditions in the environment, and the vision and values of the organization.

The ability to attain results through critical thinking, problem-solving, planning, execution and continuous improvement of the organization. Experience solving and assessing problems by identifying the cause, collect, and analyze relevant information, generate possible solutions, and resolve the problem in the best interest of the District.

Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills. Must 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

Master's degree in related field plus four (4) years of experience in work related area. Official transcripts are required. ***Will be subject to criminal background. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for leading the successful development, implementation and operation of 10,000 Small Businesses program. Oversee all components of the program, including scholar recruitment, local partnerships, the refinement and delivery of curriculum and business services, the measurement and evaluation system, and the management of the day-to-day program. Identify strategic opportunities to develop a sustainable program within a community college setting.

Demonstrate vision, management expertise, an in-depth knowledge of small business growth plans, and an understanding of service delivery operations. Ensures that curriculum, business services, networking and alumni components are comprehensive and enable small business to flourish and lead to job creation. Develop targeted outreach and recruitment plans to attract the right businesses to the program.

Build and maintain strong working relationships with the ability to manage staff and sustain an environment of equality and encouragement. Collaborate and sustain partnerships with Talent Central, Facilities, College Presidents, Chancellor Executive Staff, Community Partners, Dignitaries and Small Businesses in the community. High personal and professional ethical standards working with a wide range of business, industry and community partners.

Recruit and sustain a high functioning and performing site delivery team to deliver the program's vision. Network with business support services organizations and other key stakeholders to enhance the local entrepreneurship ecosystem and to advance program recruitment. Leads the continuous development and improvement of innovative and practical solutions to address the needs of small businesses in the realm of curriculum, services, technical assistance, and networking.

Must have experience working with different cultures with the ability to create a level of trust. Must have strong interpersonal, presentation, oral and written communication skills to interact effectively with a diverse, multi-cultural DCCCD community network.

Supervise two or more full-time employees and may manage the 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.