

RANGE N05

**JTC NO. CAN
FLSA EXEMPT Y**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

JOB TITLE: Manager, Instructional Support Services

**DATE PREPARED: Fall 2009; Fall 2011; Summer 2012; Summer 2013; Spring
2015; Fall 2016**

GENERAL SUMMARY:

Support the Director in the day to day planning and operations of the Learning Resource area. Responsible for planning, coordinating and managing an area depending on assignment in the instructional support services of the campus.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Plans coordinates and manages the daily operations of the instructional support area assigned.
- Manages a wide range of instructional resources as assigned and provides support services to support and assist faculty, staff, and student support services.
- Evaluates, selects and recommends equipment and materials utilized for instructional support including software and hardware if applicable.
- Responsible for maintaining and developing the assigned area website presence and information.
- Supervision: Responsible for hiring, training, evaluating, and supervising instructional support staff as well as provide day-to-day problem-solving and training of staff.
- Responsible for collecting, managing, maintaining, and interpreting data collection for the area assigned.
- Collects and maintains statistical data needed in the evaluation of service usage and in the preparation of federal and state reports.
- Works collaboratively in outreach efforts with instructional divisions and other areas across the campus.
- Work with faculty and academic divisions in developing, administering and coordinating appropriate student support services related to student development.
- Serve as Director in the absence of the Director.
- Maintain a partnership with Student Services to ensure student success through collaborative orientation and college awareness sessions.

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PRINCIPAL DUTIES AND RESPONSIBILITIES: - continued

- Performs other duties as assigned.

REPORTING RELATIONSHIP:

Varies to meet organizational needs.

PHYSICAL EFFORT REQUIRED:

Ability to lift/carry moderately heavy material weighing up to 50 pounds.

MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:

Bachelor's degree or higher plus four years of experience in an educational environment specifically related to student development and/or support services **or** Associate's degree plus six years of experience in an educational environment specifically related to student development and/or support services. Requires one year of supervisory experience. Requires high degree diplomacy, customer service, planning, coordination of labor, accountability, and problem solving skills and the ability to work autonomously and independently. Requires a high degree of knowledge of a variety of software/hardware and the ability to utilize computer technology to access data, maintain records, generate reports and communicate with others. Ability to interpret and apply administrative and departmental policies. Ability to deal effectively with a variety of individuals from diverse backgrounds and to communicate effectively both orally and in writing. Strong knowledge and experience in providing effective customer service. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

08/14/09-ccp
revised: 10/2011 - rrg
revised: 08/2012 - emm
revised: 07/2013 - emm
revised: 04/2015- emm