

**RANGE N05**

**JTC NO. CJG  
FLSA EXEMPT Y**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT  
JOB DESCRIPTION**

**JOB TITLE:** Instructional Support Service Manager

**DATE PREPARED:** Summer 2013

**DATE REVISED:** Spring 2015; Fall 2016

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**GENERAL SUMMARY:**

Responsible for the preparation of contracts for Adjunct Faculty and extra service contracts, general support and operations of the Adjunct faculty office, and other reporting activity for the instructional divisions.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Responsible for the production of course schedules for each semester and the work involved in preparation of web-based schedule materials for each division for the entire campus.
- Receives, researches, and verifies data to generate adjunct and extra-service contracts for faculty including verification of load of full-time faculty. Coordinates the processing and delivery of service contracts to the Human Resources department.
- Primary resource answering questions and providing general information regarding the interpretation of policy and procedures for the DCCCD.
- Provides answers to requests for information from faculty, deans, and administration that require detailed knowledge about instruction division data.
- Provides research support for the director for new program development for new programs being explored by the college.
- Liaison for student's success initiatives, between faculty and the enrollment management teams.
- Creates and maintains forms and tracking mechanisms to implement programs, including the Recruitment Management calendar for the campus.
- Responsible for the daily operation of the adjunct faculty center, including preparation of schedules, training and evaluation of part-time staff members and student workers
- Liaison for the adjunct faculty center, gives orientation sessions for new adjunct faculty members, updates the adjunct faculty manual, along with the day-to-day administrative management of the adjunct office.
- Manages budget, monitors expenditures, prepares and processes all purchase orders, professional service contracts related to events, program reviews and travel requests.

**Instructional Support Service Manager**  
**Page Two**

**PRINCIPAL DUTIES AND RESPONSIBILITIES: - continued**

- Coordinates attendance, grade, and related reporting activities of adjunct faculty for the registrar, distribution and processing of classroom evaluation of part-time faculty. Verifies accuracy, completeness and compliance with DCCCD guidelines and policies. Assists in the development of procedures to improve efficiency in these activities.
- Performs other duties as assigned.

**REPORTING RELATIONSHIP:**

Varies to meet organizational needs.

**PHYSICAL EFFORT REQUIRED:**

Works with light easy to handle materials requiring little physical effort.

**MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:**

Bachelor's degree or higher four years of experience in an educational environment related to teaching and faculty support or related field or Associate's degree plus six years of experience in an educational environment related to teaching and faculty support or related field. Experience using a variety of software and database applications and ability to understand issues related to mainframe application. Advanced ability to access information, maintain records and prepare reports. Ability to interpret and apply administrative and departmental policies. Requires demonstrated organizational skills and oral and written communication skills to interact effectively with individuals from diverse backgrounds. Ability to work extended hours beyond the regular work day during peak times as required in the adjunct faculty center. 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. \*\*\*

Created 07/2013 - emm  
Revised: 09/2013 - emm  
Revised: 04/2015 - emm  
Revised: 12/2016 - emm  
ADA/tmm 04.12.19