



## Job Description

**Job Title: Assistant Director - Institutional Effectiveness & Improvement**      **JTC: CCR**

**Salary Range: N07**      **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

Provides assistance to achieve the organizations administrative, academic, student support and/or community relations goals.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for providing guidance and leadership in planning the day-to-day activities of assigned organization. Collaborates with stakeholders to implement/improve processes and procedures in order to meet the mission and goals of the institution or organization. Additional work will vary according to the assigned department.

Must have strong interpersonal, organizational, time management and problem-solving skills as well as the ability to prioritize, plan and lead projects as assigned. Identifies problems and determines the best solution, working to resolve the issue(s).

Able to develop strong working relationships with team members, key stakeholders, internal and external constituents from diverse backgrounds in order to meet business needs. Provides guidance and support to employees to improve the value of the organization and create a positive work environment.

Ability to adapt to changes in work environment, work priorities, organizational and/or customer needs. Plans, organizes and schedules staff and tasks effectively to achieve objectives. Adheres to institutional and/or the organization's policies and procedures.

Uses multiple methods to communicate information and chooses method that is appropriate to the audience. Maintains confidentiality and high ethical standards. Must have excellent customer service skills.

### 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

Bachelor's degree or higher plus four (4) years of related experience. Official transcripts are required. Must have valid driver's license. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides strategic planning, budget management, collection and analysis of data and provides training on data collection as requested. Responsibilities include writing reports, overseeing Fact Book data compilation, distribution of surveys to internal and external customers, reviews higher education trends, oversees continuous processes improvement and ensures objectives align with District vision, mission, and goals.

Works collaboratively to meet the data needs of other departments, determines data requirements, provides applicable information and assists with identifying key performance indicators. Utilize Family Education Rights and Privacy Act (FERPA) guidelines and best practices, adheres to deadlines, manages projects and oversee the resources required to distribute information related to employee and student success.

Builds professional relationships working with staff members and groups across the District on best practices for research, data, and analysis. Pro-actively assists the leadership team by providing relevant data for decision-making and maintains extensive knowledge base on issues and trends related to community colleges and higher education. Utilizes project management skills, sets targets, timelines, and action plan for reports and data analysis activities.

Uses best practices to make decisions regarding reports, data extraction from Colleague and gathers relevant and timely information asking questions of content experts and disseminates information to appropriate parties. Research data visualization software that best supports the needs of the customer, implements accountability measures for data integrity, provides recommendations for software tools needed to enhance efficiency and provides training to team members on data summarization techniques.

Develops techniques to organize workflow to ensure quality, precision and timelines of outputs. Keeps up to date on the professional and technical aspects of the job. Must have excellent written, listening and oral communication skills to disseminate information to colleagues across the District. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Supervises approximately 2 employees and may be 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.*