Job Title: Director of Support Service  
Job Code: 1915  
Department: Education Support Service South Campus  
Grade: M  
Date: July 14, 1998  
FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:
To coordinate the planning, organization, and provision of support services an activities associated with the assigned geographic region; to perform a variety of work tasks in support of the campus; and, to coordinate assigned services and activities with the Dean of the South Campus.

Characteristic Duties and Responsibilities:
1. Coordinates Education Support Services for the campus.
2. Plans, prioritizes, assigns and review the work of Education Support Services and other supporting campus staff.
3. Evaluates operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operation and activities.
4. Coordinates assigned activities with faculty, Registration Office, Bookstore, Business Office, Library, Counseling, Employment Security representatives, and other appropriate divisions and departments to ensure efficient functioning.
5. Participates in the selection of campus staff and providing or coordinating staff training.
6. Recommends and assist in the implementation of goals and objectives.
7. Identifies, develops, market and coordination of classes, programs and services.
8. Coordinates academic programs, providing general support to campus faculty.
9. Coordinates material resources; ordering books, teaching aids and office supplies.
10. Participates in budget preparation and administration; preparing cost estimates for budget recommendations; submitting justifications for requested expenditures.

Reporting Relationships:
(Direction Received: Receives organizational support and direction from the Vice President for Educational Support Services (ESS) and the Dean of the South Campus.  
(Direction Given: Direct supervision as a first-line supervision over professional exempt staff and administrative support staff.)
The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position’s role, scope, FLSA status, or grade.
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Minimum Requirements:

Requires a Master's degree in Education, public relations, marketing, business administration and four years of increasingly responsible experience in the delivery of academic and student support services.

Knowledge, Skills, Abilities and Worker Characteristics:

Principles of program implementation, marketing, and evaluation.
Methods and techniques of academic advising.
Methods and practices of financial record keeping.
General record keeping and reporting procedures.
Modern office method, practices, and procedures.
Ability to work within a team setting.
Plan market, and coordinate support service activities of a community college campus.
Interrelate effectively and work closely with support services personnel on the campus.
Analyze situations and provide input on policy and procedural matters.
Interpret and apply College policies, procedures, rules and regulations.
Communicate effectively, both orally and in writing.

Working Conditions:

Typical office environment.