



Approved by the Board of Trustees on June 8, 2021; August 9, 2022
FLSA: Exempt

DIRECTOR, INSTRUCTION

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the District's various credit and non-credit instructional programs and tutorial services; manages the effective use of department resources to improve organizational productivity; coordinates assigned activities with other District departments, officials, and outside agencies; provides complex and responsible support to an assigned Dean, Instruction in areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Dean, Instruction. Exercises direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, coordinating, and directing staff, operations, and programs of major instructional and associated student academic support services within the Instructional Division. Positions at this level assume responsibility for administrative, long- and short-term planning, and budgeting; in addition they recommend and implement the programs, projects, goals, and policies and procedures of the functional area(s) to which they are assigned, ensuring alignment with the attraction, retention and academic success of students. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of credit and non-credit instructional programs such as community and contract education, workforce, apprenticeship, public health and safety, and student tutoring services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends within department policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of department budget; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Contributes to the overall quality of the department's services by developing, reviewing and implementing policies and procedures to meet regulatory requirements, educational standards, and

District needs.

- Plans, organizes and develops tutoring and related academic support services; ensures that all tutorial facilities at campus learning centers are fully supported and staffed; provides direction to tutoring and academic personnel on program offerings; collaborates with faculty to identify tutors; and teaches tutor courses and discipline courses compliant with Education Code requirements.
- Collaborates with business and industry and local workforce agencies to create in-demand and customized training aligned with workforce trends.
- Develops marketing strategies for department services, activities, projects, programs, and events, including flyers, brochures, and other publications, social media, and internet marketing; prepares and delivers presentations to local and regional businesses and government agencies on program goals and objectives.
- Assists with developing grant proposals that meet funding agency requirements and priorities, including writing the grant narrative and completing all required forms and documents; establishes and maintains contacts with funding agency personnel and potential grant partners.
- Communicates with administrators, personnel, and outside agencies to exchange information, coordinate activities and programs, and resolve issues or concerns.
- Represents the department, provides consultation and technical expertise to other College divisions, departments, deans, and outside agencies; explains and interprets department programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of analytical and operational studies regarding programmatic activities; prepares comprehensive administrative and technical reports.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in fields of expertise.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Ensures staff observe and comply with all District and mandated safety rules, regulations and protocols.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Higher education in community colleges, including the mission of the California Community Colleges.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Applicable federal, state, and local regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and practices of budget administration.
- Principles, practices, procedures, and techniques involved in the development, implementation, and evaluation of instructional programs, services, goals, initiatives, objectives, and activities.
- Principles and practices of tutoring, supplemental instruction, and learning resources.
- Adult learning theory and practices which promote effective teaching and learning.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques for the development of presentations, administrative and technical reports, and business correspondence.
- Research and reporting methods, techniques, and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee and manage the staff and operations of instructional services and programs.
- Recommend and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop and monitor budgets and effectively utilize resources.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Effectively administer a variety of instructional programs, services, and activities.
- Effectively represent the division and the District in meetings with community groups, and various businesses and professional organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in education, counseling, or a related field.

Experience:

- Three (3) years increasingly responsible professional level experience in administering comprehensive instructional or tutoring programs including program evaluation and budget management, one (1) year of which must have been in a leadership capacity.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.