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
This position supports 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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
Experience providing educational services, counseling or other assistance to students or student groups. Demonstrated ability to lead the effort to maintain an instruction program initiative for the district and follow district policies and procedures. Ability to interpret and apply district and departmental policies.

Ability to deal with problems involving several concrete variables in standardized situations. Requires a high degree of diplomacy, customer service, planning, coordination of labor and accountability. Ability to multi-task, manage time and meet deadlines.

Demonstrated ability to establish and maintain effective working relationships with internal and external organizations, groups, team leaders and members, and individuals. Must be able to work in collaboration with others and independently. Demonstrated ability to interpret and present information and ideas clearly and accurately.

Makes clear, consistent, transparent decisions; acts with integrity in all decision making. Ability to prioritize and organize assigned responsibilities to meet goals of the organization. Requires a strong knowledge of a variety of software/hardware programs; the ability to utilize computer technology to access data, maintain records and generate reports.

Requires professional demeanor, good communication, interpersonal, organizational, and written skills and the ability to work with students and staff from diverse backgrounds. Strong knowledge and experience providing effective customer service.

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. Ability to occasionally lift and carry moderately heavy sporting equipment weighing up to 50 pounds.
MINIMUM KNOWLEDGE AND EXPERIENCE
Associate degree in a related field plus 6 years of experience in an educational environment specifically related to student development and/or support services. Must have 1 year of supervisory experience. Official transcripts will be required. Valid driver’s license and the ability to travel as required to a variety of locations. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.***

ESSENTIAL 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 assist faculty, staff, and student 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.

May work with faculty and academic divisions in developing, administering and coordinating appropriate student support services related to student development. Works collaboratively in outreach efforts with instructional divisions and other areas across the campus.

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.

May serve as Director in the absence of the Director. Supervision: Responsible for hiring, training, evaluating, developing and supervising instructional support staff as well as provide day-to-day problem-solving and training of staff.

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.

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. Position requires regular and predictable attendance.*