Job Description

Job Title: Manager-Student Services

Salary Range: N05

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

Responsible for assisting with the day-to-day functions of a segment of work, a sub-section of an organization, or a functional area within an organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction or oversight of a business unit, division, department, or an operating unit within an organization with or without reporting staff. Must be able to plan and maintain work systems, policies and procedures that enable and encourage the optimum performance of people and other resources within the organization. Must be able to keep current on best practices and technological trends within area(s) of responsibility.

Must be able to provide direction and oversight of the student services programs at a campus college location or a primary student services function. Demonstrates the ability to communicate using terms relevant to specific discipline; develop creative recommendations for solving problems that are varied and somewhat difficult in nature but with limited scope. Identify and implement quality improvements/changes to processes, procedures or guidelines within area(s) of responsibility in conjunction with strategic direction, mission and goals of business unit or organization.

Demonstrated ability to work collaboratively and effectively with stakeholders and constituents, both internal and external to the organization, with diverse, multicultural backgrounds. Must be trustworthy, dependable and reliable. Must be able to ensure the confidentiality of student records and other proprietary information.

Ability to recognize emerging trends in area(s) of expertise and prepare for changes that may occur as a result of these trends. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget. Must be adaptable and flexible to cope well in a fast paced, constantly changing environment.

Must be able to manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment. Must be able to actively put forward ideas and recommendations to continuously improve the customer experience.
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
Associates degree plus three (3) years of related experience. Official transcripts are required. Must possess a current driver’s license. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES
Responsible for providing student services which may include, coordinating, developing and implementing admissions, registration, student records, transcript evaluation, degree audit, enrollment, disability services, testing, and/or other student services. Assists in the planning and implementation of goals and objectives for the assigned area(s) in student services following DCCCD policies and procedures.

Assesses services provided by admissions, registration, transcript evaluation, degree audit, testing, and registration, disability services, etc., and makes recommendations for improvements. Acts as a resource in answering questions and providing information regarding student services as they apply to departmental functions.

In collaboration with the various academic and support units plan, develop and coordinate programs and services that assist students in the successful completion of their academic and out of class experiences. Serve on campus committees as required.

May be responsible for budget monitoring and management; ensures compliance with federally mandated services and programs that are provided. Creates, collects and analyzes a variety of information and statistics, preparing reports and making recommendations as needed.

Responsible for the integrity of college records which support state and federal reports. Interprets and implements state/federal regulations and district policies related to area(s) of responsibility. Must have demonstrated leadership, team building skills, interpersonal skills coupled with strong administrative, and communication skills.

Completes required DCCCD Professional Development training hours per academic year. Utilizes solid listening, oral and written communications when communicating with a diverse array of stakeholders and constituents within the DCCCD community network. Performs other duties as required.

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.