



Job Description

Job Title: Senior Manager-Academic Advising

JTC: CQC

Salary Range: N06

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 guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and model's integrity in decisions, communication, and treatment of all individuals internal/external to the college community. Must be able to protect the privacy and confidentiality of employees, students and others and create a work environment that embraces and appreciates diversity. Must be able to clarify and communicate performance expectations to assist employees and/or students to grow and succeed through positive feedback and instruction.

Must be able to maintain consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer, and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Must be detailed oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines, and directions. Ability to make decisions that are based on thorough analysis of issues and uses sound judgment.

Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community effectively transmitting ideas, instructions, and information through clear, concise written and verbal communication. Must be able to provide excellent 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.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus four (4) years of related experience. Official transcripts are required. Ability to work extended hours beyond the regular 8:00 am – 5:00 pm workday during heavy registration peak times. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

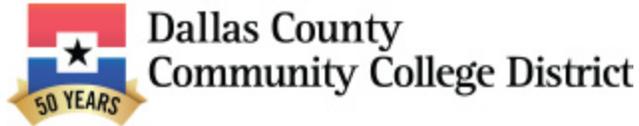
ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for developing and implementing initiatives for overall student success, academic remediation support, life coaching, time management, study skills, and other areas of student support services. Maintains current knowledge of college curriculum and academic policies and procedures related to academic processes including experiential learning, credit, non-credit, and apprenticeship/training opportunities available across the College; current knowledge of applicable federal requirements, Texas Higher Education Coordinating Board (THECB) and Dallas College policies pertaining to key student development areas; working knowledge of workforce trends and opportunities. Keeps current with technology programs (SIS, early intervention, career assessment, academic planning, etc.) through professional development activities.

Manages daily operations and problem-solve during heavy volume, orientation, sensitive or crisis periods. Creates and monitors the effective implementation of a case management advising structure which supports pathway advisors, faculty and other college staff in the guidance and support of students through the student life cycle. Creates a proactive approach to advising to assure quality career and transfer advisement for all students. Prepares reports, proposals and recommendations for student programs and keeps detailed records of assigned activities and programs. Undertakes special projects and completes them on time and within the budget.

Builds and maintains collaborative working relationships with diverse stakeholders and constituents to support student success and retention efforts and to ensure department decisions and student success efforts are data driven, comprehensive and effective. Collaborates in the preparation of programs and departmental budgets, learning processes, strategic planning, outreach, marketing, enrollment services and orientation areas to streamline processes between departments.

Assists in the oversight of the successful operation of the advising department including supervision, coordination schedules, performance management, training and professional development for pathway advisors and staff. Develops advisor training materials. Participates in cross-training pathway advisors, faculty and other college staff involved in the advising of students. Assumes leadership in remaining compliant with SACSCOC requirements and remains equipped to provide evidence of compliance. Assumes leadership in assisting the College in meeting Performance Measures. Participates in departmental, divisional, and institutional assessment activities.



Communicates coherently, diplomatically and tactfully on a daily basis with students, parents, internal and external stakeholders/constituents, both orally and in writing, from diverse backgrounds within the Dallas College community network providing timely, consistent, and accurate information about degree and/or graduation requirements. Tracks statistics, gathers data, and writes report. Provides excellent customer service.

Completes required DCCCD Professional Development training hours per academic year. 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.