

DIRECTOR, INSTRUCTIONAL SITE

DEFINITION:

Under general direction, to direct facility operations for an offsite campus; to register students and provide support for instructors, staff, and students at the site; to coordinate with campus central departments on the provision of key services and programs at the site; to adapt and distribute promotional materials to market the site's course offerings and college programs, including liaison with community groups and local business community; conducting outreach, visiting local schools to assist future students with the application and transition process; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a management classification with primary accountability for operations of an assigned offsite campus or facility of the college, providing direct support for instructors, staff and students, coordination with the site landlords, maintenance, security, and public safety departments. Coordination of site operations with the various main campus departments and provides outreach to schools and the community.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Coordinates and oversees operations of a major campus offsite, ensuring provision of all necessary student, facility and administrative services;
- Provides various liaison with campus departments, on matters such as testing, counseling, registration, financial aid and related students services;
- Partners with student services to ensure development of appropriate channels of communication.
- Serves as incident commander specific to offsite and required site; as well as first responder for any onsite conflicts including student to student, student to faculty, faculty to faculty, etc., as directed
- Tracks and maintains records of expenditures;
- Registers students for courses and processes add/drop forms; inputs, corrects and updates required student registration, data and information to computer systems; If the offsite does not have the authorization to update information, proper documentation is collected and delivered to the corresponding department,
- Receives, collects and processes students' fees, clears holds; waives student ID card and campus center use fees as appropriate; issues students IDs and related items. Accepts payments; posts, totals and deposits received fees at the appropriate bank and prepares reports or records for accounting and other campus departments.
- Provides information and assistance to students and instructors in the preparation and filing of registration, add, drop, financial aid, student census, evaluations, course eligibility and related forms; explains policies, procedures and options; provides financial aid pre-qualifications and processes waivers;

- Monitors status of facilities and equipment, contacting appropriate college departments or vendors for resolution. Ensures an adequate and safe college environment both inside the building and its close proximities;
- Provides direct assistance to instructions such as site orientation, coordinating lab usage, proctoring exams, setting up and running videos or other media when absent, printing student rosters, relaying information to students, resolving student conflicts, setting up classrooms, fixing minor computer, audio, projector or copy machine issues, and related;
- Supervises staff and student workers;
- Participates in-person and telephone reception of the site;
- Maintains liaison with local agencies including speaking to community groups regarding offsite facility offerings and general college information; attends trade shows, festivals and local high schools to represent the program and the college in general.
- Coordinates scheduling of classes, classrooms and rental of facilities by other entities while working closely with the facilities use scheduler.
- Attends and participates in a variety of internal and external meetings, committees and organizations;
- Prepares and maintains a variety of files and records such as student files, expenses, budget tracking, instructor attendance, copier use, outside use of facilities, etc.
- Supports Welcome Center/student worker staff. Takes over student worker responsibilities and job duties when student workers are not available.
- Provides information and proper contact information of the various departments and degrees to potential and current students both at the site and also during community events.
- Coordinate and lead workshops for schools and other community agencies if applicable.
- Maintains site stock of office supplies and college forms; picks up and delivers mail, supplies, copying paper, promotional materials, forms, materials and books between main campus and site;
- Maintains bulletin boards and coordinates displays; collects and posts communication (flyer, posters, etc.) from the various departments and community agencies in order to keep students informed and aware of various events and opportunities.
- Oversees the vending machines on site. Assists students when not working properly. Reports any issues.
- Assists and communicates with the college bookstore regarding the delivery and sale of books at the offsites.

MINIMUM QUALIFICATIONS:

Knowledge of:

Functions, authorities and responsibilities of the various college departments, and basic practices and procedures of registration, financial aid, and campus safety.

Record keeping systems and methods. Basic marketing and promotional techniques.

Common desktop computer applications such as Microsoft Office, and specialized software used in registration, financial aid, and other college operations.

English grammar, spelling and punctuation.

Budget management

Skills in:

Establishing and maintaining effective working relationships with those uncounseled in the course of the work, including methods of outreach to specific population groups.

Understanding and explaining policies, procedures and forms related to registration and class enrollment.

Operating and performing basic operator maintenance of standard office machines and equipment including computers.

Establishing and maintaining filing and record keeping systems.

Exercising sound independent judgment within procedural guidelines.

Communicating effectively orally and in writing.

Other Requirements:

Possess a valid California driver's license and have a satisfactory driving record; maybe required to work evening or weekend hours, including split or odd shifts, and schedule vacation around facility operation requirements; bilingual abilities are a plus.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor's degree in a related field, and two years of progressively responsible experience which has included outreach to targeted populations and/or extensive registration experience.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting but includes travel between facility locations.