

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director, Chancellor's Office Operations

Unit: Association of Confidential Employees

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Job Code: L1376

Original Date: 09/2021

Last Revision: 07/2024

Staff Type: Classified

FLSA status: Exempt

Salary Range: 31

DEFINITION

The Director, Chancellor's Office Operations serves as the confidential special assistant to the Chancellor and members of the Board of Trustees. Under the general direction of the Chancellor, the Director manages, supervises, and administers the daily administrative activities of the Chancellor's Office. Key administrative duties include overseeing the activities and performance of department staff; serving as a liaison to other departments on behalf of the Chancellor; representing the Chancellor's Office as assigned; and serving as a member of the Chancellor's Cabinet. The Director serves as an advisor to the Chancellor, Board of Trustees, and Chancellor's Cabinet on a wide variety of legal, policy, and procedural matters.

DISTINGUISHING CHARACTERISTICS

The Director, Chancellor's Office Operations reports to managers, including the Chancellor and Board of Trustees, actively involved in collective bargaining and participates in the development, presentation, and/or recording and maintenance of collective bargaining proposals. This class requires a substantial amount of confidentiality, discretion, tact, independence, judgment, and initiative. Incumbents may be required to attend meetings regarding collective bargaining, including closed session meetings of the Board of Trustees.

EXAMPLE OF DUTIES

1. Serve as confidential special assistant to the Chancellor, relieving the Chancellor of a wide variety of routine and complex administrative details while exercising independent judgment, diplomacy, and discretion in handling matters of difficult and sensitive in nature.
2. Review, research, analyze, and evaluate issues, data, recommendations, and alternatives as assigned and develop recommendations, suggestions, advice, or information as appropriate.
3. Manage, supervise, and administer the daily operations of the Chancellor's Office; prioritize, assign, schedule, coordinate, oversee, and evaluate workflows and processes and ensure timely, accurate completion of routine tasks; form and convey independent decisions within scope of authority.
4. Plan, schedule, and organize districtwide events, workshops, retreats, presentations, and related activities pertaining to the Chancellor's Office.
5. Serve as the primary contact in the Chancellor's Office and the liaison between the Chancellor and individuals including Board members, College Presidents, Vice Chancellors, management staff, academic and classified staff, students, legislators, media, community stakeholders, dignitaries, and the general public.
6. Discuss, prioritize, and review calendar and events with the Chancellor to assure timely and appropriate coordination of activities and status of assigned projects; prepare preliminary responses to correspondence for Chancellor's approval.
7. Ensure official Board of Trustees meeting agendas, minutes, and records are prepared, distributed, and maintained within District timelines and legal guidelines; attend Board of Trustees meetings, including closed session meetings; ensure the Chancellor, administrators, and other District personnel receive timely notification of Board requests for information or action; ensure Board members receive information and notification of action taken as requested.

8. Review, research, analyze and evaluate issues and assignments to create recommendations, suggestions, and reports.
9. Coordinate and maintain board policies and administrative procedures pertaining to the Board of Trustees and ensure that they are regularly reviewed and updated and serve as a technical resource for district stakeholders in locating, understanding, and applying policies, procedures, and operating practices.
10. Plan, organize, direct, supervise and lead daily operations in the Chancellor's Office, including assigning job duties and work schedules, providing timely feedback on performance, conducting performance evaluations, assessing training and professional development needs for assigned staff and providing training opportunities, participating in hiring and onboarding new staff, and participating in corrective and disciplinary processes with assigned staff.
11. Monitor and approve expenditure of funds and oversee office budget activities; recommend budget revisions and expenditures related to office personnel, capital outlay, and office supplies; and supervise and control the preparation of purchase requisitions for the Chancellor's Office.
12. Assist the Chancellor with involvement and leadership roles in external organizations at the local, State, national, and international levels; gather information, conduct research, compile data, and assist in preparing required reports, presentations, and testimonies for the Chancellor's review and approval.
13. Maintain and promote positive relations with community and staff. Communicate and relate effectively with higher education officials, legislative representatives, their staffs and offices.
14. Communicate and relate effectively with a wide variety of international contacts, including educational officials; serve as District liaison and protocol officer regarding appropriateness of activities involved in the sending and receiving of contingents to and from various countries; arrange travel and accommodations for international guests and District officials.
15. Attend meetings, conferences, workshops, and events on behalf of the Chancellor and/or the District. Serve on internal and external committees and assist organizations with issues related to education, District Advancement, District policies and procedures, and regulations affecting the District.
16. Prepare and maintain reports, records, and correspondence.
17. Work collaboratively and professionally with faculty, staff, students, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
18. Demonstrate cultural humility, sensitivity, and equity-minded behaviors in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
19. Contribute positively to a culture of diversity, equity, and inclusion in the Chancellor's Office.
20. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Applicable sections of California Education Code.
Basic principles of accounting and bookkeeping.
Community College organization, operations, policies, terminology, rules, collective bargaining contracts, programs, and objectives.
Computer applications, including word processing, spreadsheets, and databases.

Cultural competency and sensitivity to the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds of community college students and staff.

District organization, operations, mission, strategic objectives, policies, procedures and rules.

Effective oral and written communication skills with diverse audiences.

English usage, grammar, spelling, punctuation, and vocabulary.

Laws, regulations, policies and procedures, and rules governing the preparation of agenda items for meetings of the Board of Trustees, organization and facilitation of public and closed session meetings of the Board of Trustees, and recordkeeping of meetings of the Board of Trustees.

Modern office practices, procedures, and equipment, including computer hardware and software.

Principles and practices of administration, supervision, and training.

Principles and practices of office management and records maintenance.

Principles and procedures of project planning.

Procedures and practices used in budget analysis, preparation, and maintenance.

Record-keeping techniques.

Robert's Rules of Order.

Skills and Abilities:

Communicate effectively orally and in writing with diverse audiences.

Compile data for statistical and narrative reports.

Compose complex correspondence and prepare reports independently.

Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.

Develop and implement procedures to meet changing needs, including use of modern technology.

Effectively organize and manage multiple project across organizational lines and functions.

Establish and maintain effective and cooperative working relationships with diverse stakeholders.

Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.

Interpret, explain, and apply District rules, laws, policies, and procedures related to the work of the office.

Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.

Maintain appropriate professionalism in stressful situations.

Maintain complex interrelated files and confidential records and prepare reports.

Meet schedules and timelines.

Operate computers and business-related software, including word processing, spreadsheets, and databases.

Organize, assign, prioritize, and guide work activities of assigned staff and provide timely, effective feedback.

Perform specialized, technical, and administrative support duties involving the use of a high level of independent judgement and personal initiative.

Understand and follow oral and written directions.

Work confidentially with discretion.

Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: Bachelor's degree in business, public administration, or related field and five years increasingly responsible experience in providing administrative support to a high-level public administrator, including one year of lead and/or supervisory experience.

WORKING CONDITIONS

Physical Requirements:

Category III, usually favorable.

Environment:

Favorable, usually involves an office. May require travel between District sites and outside of the District.