

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: College Operations Supervisor

Unit: Supervisory and Professional Administrators Association

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Job Code: D1992
Original Date: 07/2022
Last Revision: 07/2022
Staff Type: Classified
FLSA status: Exempt
Salary Range: 13

DEFINITION

Under the general direction of the appropriate Dean or assigned manager, the College Operations Supervisor position supervises and administers the daily operations of a college campus site or program. Operational supervision responsibilities may include identifying, reporting, and scheduling facilities maintenance, safety and security services, and student services and support programs; planning, organizing, assigning, and evaluating the work of direct reports; developing and maintaining cooperative working relationships with college and district divisions and departments to ensure appropriate instructional and student services support; working with community stakeholders; serving as the responsible site administrator in the absence of the responsible Dean or assigned manager; and performing related work as assigned to maintain operations at the assigned location or program.

EXAMPLE OF DUTIES

1. Supervise the daily operations of administrative services, student services, and instructional support programs at an assigned credit college or continuing education site or program to ensure equitable and inclusive operations for diverse students, faculty, staff, and the public.
2. Assist the appropriate Dean or assigned manager in the development, implementation, coordination, and supervision of goals, objectives, policies, procedures, and work standards for the assigned campus, worksite, or program; participates in planning short and long-range administrative services, student services, and instructional support activities.
3. Participates in planning and recommending instructional programs and student services at the assigned campus, worksite, or program under the direction of the appropriate Dean or assigned manager, including scheduling program offerings and facilities.
4. Coordinates activities, services, and communications between campuses, worksites, and programs and among administrators, faculty, staff, departments, divisions, outside agencies, governmental agencies, students, and the public; assists in the coordination of facilities projects.
5. Plan, organize, supervise, and lead daily operations in the assigned campus, worksite, or program, 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.
6. Provide direction, information, technical assistance, and problem resolution to administrators, faculty, staff, students, outside agencies, and others concerning campus, worksite, or program operations and activities; provides information concerning programs, services, curriculum, and courses.
7. Participate in the development and administration of the assigned campus, worksite, or program annual budget; participate in forecasting resource needs for staffing, equipment, materials, and supplies; monitor and approve expenditures; and implement adjustments.

8. Monitor and evaluate the efficiency, effectiveness, equity, and inclusiveness of service delivery methods and procedures; assess and monitor the distribution of work, support systems, and internal reporting relationships; identify opportunities for improvement; and implement appropriate changes.
9. Oversee daily review and inspection of facilities to ensure safe and healthy work and instructional environments; conduct routine maintenance of assigned campus or worksite; identify need for and schedule custodial services, maintenance and repair services, and public safety services; and inspect AED machines and related safety equipment.
10. Assist the appropriate Dean or assigned manager in ensuring activities comply with established standards, requirements, laws, codes, rules, regulations, ordinances, policies, and procedures; communicate compliance information to faculty, staff, students, and the public.
11. Assist the appropriate Dean or assigned manager in supervising emergency operations at the assigned campus or worksite.
12. Supervise the preparation, maintenance, preservation, and storage of records and files within established policies, procedures, and applicable legal requirements.
13. Provide guidance to students and faculty on policies, procedures, and processes to resolve complaints and issues; assists in facilitating informal resolution of issues; and initiates student progressive discipline under the direction of the appropriate Dean or assigned manager.
14. Coordinate use, assignment, and maintenance of facilities, equipment, and supplies.
15. Serve on district, college, or other committees and workgroups as assigned; attend meetings and present information regarding assigned campus, worksite, or program as assigned.
16. Work collaboratively and professionally with faculty, staff, students, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
17. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
18. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity, address equity gaps impacting students, and create an inclusive environment in the assigned campus, worksite, or program.
19. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable California Education Code provisions and Title V requirements.
- District organization, operations, mission, strategic objectives, policies, procedures, and rules.
- Effective college and program operations within a diverse educational and professional environment.
- Effective information and record management methods.
- Lived experiences of students from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
- Software applications, computer systems, and other technology resources used in the administration of the assigned campus, worksite, or program.
- Fundamentals of accounting, budgeting, and fiscal reporting.
- Effective, efficient, and equitable professional and service-oriented office operations, procedures, and

practices.

Effective communication methods, techniques, and modes with diverse stakeholders.

Skills and Abilities:

Plan, organize, and supervise assigned programs and staff.

Provide training, professional development, and professional growth to assigned staff.

Implement policies and procedures; interpret, apply, and explain rules, regulations, policies, and procedures to students, faculty, staff, and the public effectively.

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

Maintain appropriate professionalism in stressful situations.

Communicate effectively with diverse stakeholders, orally and in writing.

Establish and maintain effective working and professional relationships with individuals from diverse communities.

Maintain accurate records and produce detailed, thorough, and accurate analyses and reports.

Operate and effectively use office technologies and software applications, including general business platforms and technologies specific to the assigned campus, worksite, or program.

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

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

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

Training and Experience:

Any combination of training and experience equivalent to: a Bachelor's degree, three years of relevant business experience, and one year of experience as a lead or supervisor.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.