

San Diego Community College District

CLASSIFICATION DESCRIPTION

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Job Code: D1230
Original Date: 07/1989
Last Revision: 09/2017
Staff Type: Classified
FLSA status: Exempt
Salary Level: D

Title: Instructional Support Supervisor

Unit: Supervisory and Professional

DEFINITION

Under the general supervision of a dean or assigned faculty, supervise and participate in the coordination and operation of an assigned area of instructional support services in a learning resources center (library, computer center, Independent Learning Center) or instructional support area, relieving the head of the department of a variety of routine administrative duties.

EXAMPLE OF DUTIES

1. Coordinate and supervise the day-to-day operation of an assigned area of instructional support services, relieving the department head of a variety of administrative duties; ensure the flow of communication between the head of the department and other employees; work cooperatively with faculty in the instructional development and evaluation of program.
2. Supervise and train assigned staff; evaluate and document performance of assigned clerical/technical staff in the delivery of the respective instructional support services; perform in-service training of faculty and staff in the use of equipment, computer hardware and software, and other tools of the center or specific instructional area.
3. Prepare budget recommendations; monitor budget expenditures; coordinate the installation, maintenance, and repair of facilities and equipment; supervise the ordering, receiving, and distribution of supplies; maintain inventories as required.
4. Organize, schedule, assign, and review work of assigned staff; secure substitutes and additional hourly staff as necessary to achieve efficient operation of area; assume duties of assigned staff as necessary.
5. Perform special studies and investigations; perform preliminary research and analysis of data collected; prepare narrative and statistical reports; prepare recommendations as requested.
6. Analyze classified staffing needs; recommend staffing changes; establish work schedules; recommend employee selection and disciplinary actions.
7. Process incoming and outgoing correspondence; prepare and distribute reports; schedule appointments and meetings.
8. Maintain records and files, including personnel, payroll, budgets, requisitions, policies and procedures, and correspondence.
9. Interpret and explain department and district rules, policies, and procedures, including collective bargaining agreements.
10. Evaluate department operating procedures; develop and recommend new and revised procedures as appropriate.
11. Evaluate and resolve administrative problems or make recommendations regarding alternative courses of action.

12. Attend meetings; serve on District committees as assigned; coordinate instructional support schedules and activities with other departments; provide instructional support information to others as requested.
13. Prepare funding proposals as assigned; participate in or conduct workshops to provide training and information.
14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Code and State and federal laws.
- Basic principles of supervision and training.
- Budget preparation and expenditure control.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Instructional support techniques, procedures, and methods of assigned instructional area.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communication skills.
- Record-keeping techniques.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze situations and determine effective course of action.
- Communicate effectively both orally and in writing.
- Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
- Establish and maintain effective working relationships with others.
- Interpret and explain laws, rules, policies, procedures, and collective bargaining agreements.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Operate a variety of instructional support and office equipment.
- Operate computers and business-related software, including word processing, spreadsheets, and databases.
- Plan and organize work.
- Train, supervise, evaluate, and provide work direction to assigned staff.
- Understand and follow oral and written directions.
- Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: college degree and course work in instructional media, area of specialty, or related field, supplemented by specialized training in supervision, office management, or media and at least four years increasingly responsible experience in a field related to the assigned area.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.