



Job Description

Job Title: Administrator – Student Services

JTC: AQJ

Salary Range: E01

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

Directs the planning, development, organization, management, and direction of an organization and complies with DCCCD policies and procedures, state and federal laws, codes, and regulations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience directing the day-to-day functions and activities of an organization to meet and exceed the organizational goals. The ability to development, and implementation of the overall planning strategies, policies and operational practices of the organization.

Capable of assessing situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization/program. Must have leadership skills including motivation, supervision, delegation, planning and assessment, ability to train and mentor faculty, students, and staff.

Knowledge and experience leading projects and assignments as they apply to the organization and ensures they are completed on time and within the allocated budget. Ability to interpret and applies policy and procedures to maintain consistency and compliance in the assigned areas.

Ability to establish and maintain positive working relationships with both internal and external colleagues, to achieve the goals of the organization. The ability to represent the organization to key stakeholders and business partners by participating in various committees and meetings. Proficient in developing solutions to new or highly complex problems that cannot be solved using existing methods.

Demonstrates interpersonal, organizational, oral and written communication skills to engage effectively with students, faculty, other campuses and organizations as well as individuals from diverse multicultural backgrounds. Excellent customer service experience.

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

Master's degree or higher in related field plus two (2) years of experience working in related field. Must



have valid driver's license. Official transcripts required.

**** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Oversees the operation of various student service areas by directing the functions of the departments related to student support. Develops and implement a comprehensive enrollment management plan positioning the College to achieve future enrollment and retention goals. Responsible for the integrity of various records and preservation of current, prospective, and prior student's records.

Govern national and state mandates which include verifying data sent to the Texas Higher Education Coordinating Board (THECB) for funding, may ensures compliance with TSI regulations, and adhere to applicable SACS criteria. Strong team-building skills, excellent time management skills, self-motivated and goal oriented. Assumes overall responsibility for directing the activities of personnel engaged in performing assignments of the assigned area. Responsible for operating the organizations in accordance with campus policies, procedures, and regulations, consistent with the highest ethical standards.

Creates many strong working relationships across the college, District, staff and with students to support any issues which may arise. Works collaboratively with colleagues across the District to decide on Best Practices to use for consistency across the District. Provides administrative leadership and oversight of the organization to ensure efficient registration/pre-registration process and maintain student records in compliance with rules and regulations of the U.S. Department of Education.

Research, evaluate, and identify specific information needed to clarify a situation when making a decision with consideration to the outcome. Gives direction and input to assist supervisors with their decision-making process as requested. Capable of prioritizing and excellent organizational skills. Creates strategic planning by engaging and supporting different departments and committees.

Communicates effectively with individuals and teams through the use of email, staff meetings or one-on-one sessions. Must have solid listening, oral and written communications to communicate with a diverse array of stakeholders and constituents within the DCCCD community network.

Supervise approximately two or more full-time employees and manages the department budget.

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.