



## Job Description

**Job Title: Director – Business Support Services**

**JTC: AQC**

**Salary Range: E03**

**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

Responsible for the leadership and management of the organization, performing complex and highly responsible duties to attain organizational and district goals.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience developing business and operational plans and demonstrates a clear understanding of policies/procedures. Ability to plan and implement projects which are tied to the organization's strategic plan to accomplish the vision, mission, and goals of the organization. Advanced knowledge and compliance with federal, state and local regulations.

The ability to organize various needs assessments to determine the effectiveness of programs or processes that could broaden and/or enhance client service. Must have strong leadership qualities and team building skills. Ability to operate independently and employ solid decision-making skills. Demonstrated commitment to high professional ethical standards and a diverse workplace. Able to maintain confidentiality as required.

Ability to establish and maintain positive working relationships both internal and external to the organization to improve work productivity. Experienced and successfully represent the organization to key stakeholders and business partners. The ability to work with staff and/or clients to assess professional development/business needs; performs gap analysis that builds people management skills as well as leadership skills and capabilities.

Advanced knowledge and experience to provide oversight of the district programs and direct the work of personnel to ensure annual, short and long-range goals are met. Capable of planning, implementation, execution and evaluation of complex special projects and ensures projects are completed on time and within budget. Experience assessing situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization or district.

Demonstrates interpersonal, organizational, oral and written communication skills to engage effectively with individuals from diverse multicultural backgrounds. Ability to work cross-functionally with other constituents to implement operational strategies or new processes to improve client experience and provide excellent customer service.

## 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 plus three (3) years of experience in business, entrepreneurship, sales or related field. A minimum of five (5) years of successful business and entrepreneurship experience. Familiar with all standard office Technology especially power point and Salesforce or a similar CRM system. Official transcripts are required. \*\*\*Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for developing, managing and coordinating all internal and external relationships for the recruitment of small business owners for the program (10,000 Small Businesses), at Dallas County Community College (DCCCD). Works closely and effectively with the program team, community college leadership, and external program partners to ensure high-quality outreach and delivery of the program.

Manages all activities related to the recruitment of scholars at DCCCD, including the development and implementation of recruitment plans. Supervises, supports and develops the business advisors to meet program advising goals and objectives. Possesses strong planning, organizational, interpersonal and leadership skills, problem solver, effective collaborator and dedicated to the program outcomes of job creation and revenue generation.

The ability to develop and maintain relationships with key stakeholders and a wide range of business, industry and community partners. Experience in community outreach and development of program partnerships. Acts as liaison with other staff to organize and connect all external activities with internal support (networking events, panels, and clinic activities for campuses and scholars).

Monitors progress of external events and prepares reports and evaluations of activities and facilitates communication between all other 10,000 Small Businesses, business partners, and local campus personnel. Experience using program/project management principles, practices and processes. Tracks recruitment status and pipeline and seeks continuous improvements to process.

Skilled presenter about the program, meetings, information sessions, and webinars. Proven ability to work in a team environment and manages multiples tasks efficiently and effectively. A high level of interpersonal communication skills both orally and in writing to accurately convey information and increase positive awareness of the community college.

Supervise two or more full-time employees and may manage the budget.

Performs other duties as assigned.

May supervise two (2) or more full-time employees.

*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.*