



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

DIRECTOR OF OPERATIONS

An Administrative Position (Exempt)
Grade AE - Salary Schedule 20

A. General Statement

Reporting to the Vice President of Administrative Services, this position is responsible for coordinating, managing, and developing college guidelines and procedures related to, fiscal processes, contracts, service agreements, grant development, communications, and strategic relations. Responsible for ensuring efficient and legal standards; maintenance of college processes in compliance with federal guidelines, state law, and Board policy. The position also coordinates special projects in a variety of areas. Public contact is extensive, and involves staff, faculty, students, vendors, contractors, outside educational institutions and businesses, community representatives, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve minor and major problems that arise. The Director of Operations supervises and directs the work of professional, paraprofessional, clerical and other staff, and student assistants as assigned. This position classification is a classified administrator.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Plan and implement streamlined procedures and systems at the college level for processing financial transactions including , travel, contracts, invoicing, and reimbursements
2. Develop communications plans for college guidelines and procedures
3. Develop and provide training to college employees in various college processes, guidelines, and procedures
4. Research, survey, report, propose, and implement new procedures for college level guidelines and procedures
5. Evaluate existing college level guidelines and procedures, and practice of District policies and procedures; identify areas for improvement; work with college executive leadership to address gaps in policies and procedures
6. Prepares monthly status reports on federal, state, and local legislative activity that may impact the college; arranges and participates in meetings with local legislators and staff.
7. Work with existing college redevelopment agreements (e.g Menlo Park) and serve as a point of contact for the college on such agreements. Maintains relationships with cities and redevelopment

agencies within the college service area to assure that college interests are best served by the local agencies' policies and practices.

8. Coordinate with District staff to ensure continuity of guidelines, policies, procedures.
9. Coordinates, under the direction of the Vice President, a number of special projects requiring in-depth analysis in such areas as planning, personnel and administrative organization, asset management, communications, etc. Serves as the college representative on selected internal committees or councils, and at selected community meetings.
10. Performs the following routine tasks for the Vice President: prepares Board reports on a variety of topics; develops strategies for responding to public issues/concerns; handles sensitive correspondence, routine questionnaires, and non-personnel complaints which are directed to the college; and arranges college special events and seminars, as needed.
11. Under the direction of the VP, monitors, expedites, and reports on matters relating to the activities and responsibilities of the college.
12. Serves as a member of the College Cabinet () and other committees as assigned.
13. Perform other duties as assigned.

C. Requirements

1. A Bachelor's degree from an accredited college or university in Business Administration or a closely related field OR a successful equivalent combination of education and experience
2. Three years of full-time managerial experience related to the administrative assignment
3. Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic and ethnic backgrounds of community college students, faculty, and staff.

D. Knowledge, Skills & Abilities

1. Knowledge of the philosophy, mission, and goals of the community college.
2. Knowledge of district demographics and applicable policies and procedures related to marketing.
3. Knowledge of public policy issues as they relate to education.
4. Knowledge of state and federal laws, such as Title 5, Education Code, and Government Code, as well as policies, programs, regulations and services related to education
5. Skill in analyzing data and information from diverse sources to create comprehensive plans and to provide appropriate interpretation of federal, state, and local laws and regulations.
6. Skill in the use of computerized information and systems and their use in analysis and reporting.
7. Knowledge of integrated planning and development of resources and facilities.
8. Knowledge of institutional research models and implementation strategies.
9. Skill in respectful and sensitive communication with people who are diverse in their cultures, language groups and abilities; sensitivity to the value in, and issues related to, successfully serving a culturally diverse student population.
10. Skill in strategic planning technology and methodologies, including facilitation of group planning activities.
11. Skill in oral communication, including public speaking
12. Skill in written communication
13. Skill in directing, coordinating, and evaluating the work of others.
14. Demonstrated skills in working successfully with a team of employees to establish goals, motivate, evaluate, and meet deadlines.
15. Ability to provide leadership to, and work effectively as part of, an educational leadership team.