GAVILAN COMMUNITY COLLEGE DISTRICT

MANAGEMENT COMPENSATION STUDY

VOLUME I: CLASS SPECIFICATIONS

FINAL REPORT

March 8, 2001
March 8, 2001

Mr. Joseph Keeler  
Vice President of Administrative Services  
Gavilan Community College District  
5055 Santa Teresa Blvd  
Gilroy, CA. 95020

Dear Mr. Keeler,

We are pleased to present Volume I of the Final Report of the Management Compensation Study for the Gavilan Community College District. This report documents the job analysis/job description study processes, and provides recommendations for the allocation of individual positions, and recommended class specifications. It incorporates the results of management interviews, employee interviews, job analysis questionnaires, review of existing class specifications and other background materials, and management and employee review of the draft specifications.

We would like to take this opportunity to thank Dr. Joyce, you, the other Vice Presidents, the study committee, and the employees (particularly Nancy Bailey) involved, for the assistance and cooperation without which this process could not have been conducted.

Sincerely yours,

Carl W. Seymour, CCP  
Project Manager

Reginald A. H. Goodfellow, Ph.D.  
Project Director
TABLE OF CONTENTS

SECTION I - INTRODUCTION ........................................................................................................1
  Background ............................................................................................................................. 1
  Study Objectives ..................................................................................................................... 1
  Study Methodology ................................................................................................................. 2
  Exhibit 1 - List of Existing Classes Included in the Study ...................................................... 3
  Employee Participation ......................................................................................................... 4

SECTION II - UNDERSTANDING CLASSIFICATION ................................................................. 5
  The Distinction Between Positions, Jobs and Classifications .................................................. 5
  Class Specifications ............................................................................................................... 5
  Job Titles ............................................................................................................................... 7
  Categories of Supervision Received ........................................................................................ 8

SECTION III - SUMMARY OF RECOMMENDATIONS ............................................................... 9
  Exhibit 2 - List of Recommended Class Specifications ........................................................... 11

SECTION IV - THE AMERICANS WITH DISABILITIES ACT .................................................... 12

APPENDICES:
  Appendix A: The Job Description Questionnaire
  Appendix B: Recommended Class Specifications
SECTION I - INTRODUCTION

BACKGROUND

This study encompassed approximately 25 positions, in approximately 21 classifications in the Gavilan Community College District's administrative, supervisory, confidential groups.

This phase of the study was conducted in preparation for job evaluation and a comprehensive salary survey, to ensure that class specifications and individual position allocations are accurate, current, and to ensure compliance with the myriad of relevant codes and regulations.

This report covers the proposed class specifications resulting from the job analysis process, including incorporating the recommendations arising from executive and employee review.

STUDY OBJECTIVES

The general goals and objectives guiding the study up to this point have been to:

- Accurately describe all positions according to their duties, responsibilities, and job requirements, to ensure internal equity of the system;

- Prepare new job descriptions to accurately reflect duties and responsibilities currently assigned, and appropriate selection criteria;

- Facilitate understanding and participation by management and employees through orientation sessions, participation in job analysis, and discussion or review of proposed job descriptions;

- Ensure compliance with applicable federal, state and local requirements, particularly the Americans with Disabilities Act, through the use of job-related, content valid job analysis information;

- Provide the foundation for comprehensive, job content-based compensation survey and point factor analysis.
STUDY METHODOLOGY

The procedures followed in the project to ensure that the above objectives were met were as follows:

(a) Initial meetings were held with the college’s Management Classification Study Committee and executives to clarify the scope, objectives, approach and products of the study.

(b) Orientation sessions were held to explain the study process and objectives to all employees, answer questions, obtain input, and distribute and explain Job Description Questionnaires (JDO’s) for employees to complete.

(c) After JDO’s were completed by employees and reviewed by supervisors and administrators, the consulting staff reviewed and analyzed the JDO’s prior to scheduling job analysis interviews.

(d) Management interviews were held with key executives and managers, to obtain their input regarding classification issues which HRC&M could help address in the course of the study, and respond to any questions or concerns about the process.

(e) Job analysis interviews were held with nearly 100% of employees to provide the consultant with a better understanding of each job, and to ensure each employee an adequate opportunity for input to the study.

(f) Based on the information obtained through the above processes, the consultants analyzed and evaluated each position, developed draft job descriptions, and prepared a draft report for review by top management.

(g) After review by top management, employee review packages were prepared and distributed to all employees included in the study. Each employee received:

(1) a personal memo showing their current and proposed titles, and requesting their feedback on the draft job description;

(2) a copy of the new draft job description; and

(3) a handout explaining the process, and the nature of job descriptions.
The consultants evaluated each employee’s response form, and, as appropriate incorporated employee comments to the specifications, discussed the issues involved with managers, and/or re-evaluated positions based on the information submitted. Each employee who submitted a comment of any significance received a written response.

The next stages of the process (point factor job evaluation, salary survey, and compensation recommendations) are covered in Volume II of this report.

SCOPE OF THE STUDY

The following exhibit lists the classifications included in the project.

Exhibit 1:
List of Existing Classifications Included in the Study

Administrative Secretary
Administrative Secretary to the President
Business Services Manager
Campus Security Supervisor
Child Development Center Director
Dean of Enrollment Management
Dean of Instructional Technology
Dean of Liberal Arts and Sciences
Dean of Technical and Public Services
Director, Disabled Students Programs and Services
Director, EOP&S/CalWORKS
Director, MESA
Director, Small Business Development Center
Director, Special Projects and Economic Development
Facilities Services Manager
Financial Aid Officer
Human Resources Manager
Instructional Site Manager
Manager, CALWORKS Programs
MIS Director
Public Information Officer
Registrar
EMPLOYEE PARTICIPATION

One of the primary determinants of the success of a project of this nature is the perception, by employees, of fair, systematic, understandable processes and outcomes. While this adds significantly to the timeline for the study, we feel strongly that the improved understanding and acceptance of the study is well worth it. Toward this end, employees were involved in and informed about the study processes at as many points as feasible, specifically:

- Prior to starting the project, the College formed a Management Classification Study committee, which participated in preparation of the RFP, and evaluation and selection of the consultant.

- All employees were invited to orientation sessions conducted by the consultant, at which the study procedures were explained, questionnaires distributed for them to complete, and in which a question/answer period was included. This session was videotaped and made available to any employee who missed the meeting.

- Each employee was asked to complete a Job Description Questionnaire, describing their currently assigned duties and many other aspects of their jobs.

- Each employee was invited to a job analysis interview with the consultant, lasting from 45 minutes to one hour. In these interviews, their job was discussed in detail, and they had the opportunity to surface and discuss other issues relevant to their job’s description and compensation.

- Each employee was provided with a draft of the proposed draft class specification and explanatory materials, and asked to comment on the class spec, including recommended edits, or disagreements with the consultants findings and recommendations.

- The consultant responded in writing to each employee who had a question or raised a concern of any significance.

- An appeal process was made available for any employee whose questions, concerns or disagreements were not resolved in the preceding step. No appeals were received.
SECTION II - UNDERSTANDING CLASSIFICATION

This section explains various terminology, describes the concepts and titling used in the study, and describes the contents of class specifications and why jobs are described in this manner.

THE DISTINCTION BETWEEN POSITIONS, JOBS AND CLASSIFICATIONS

These three terms are often used interchangeably. However, in the context of this study, each has a distinct meaning, which bears on understanding of the report. As used here,

- A position is that set of duties and responsibilities performed by one person. For example, an Electrician who handles calls in the south half of town represents one position.

- A job consists of one or more positions that perform extremely similar work. So, the Electricians who respectively handle jobs in the south and north halves of town are both in the same job.

- A classification represents a grouping of jobs. Continuing the example, an organization might choose to group their electricians, plumbers, and carpenters into a broad classification of Maintenance Mechanic.

CLASS SPECIFICATIONS

Good class specifications provide an effective basis for:

- design of an equitable pay structure,

- systematic recruitment and selection of new job applicants, or the promotion and transfer of employees,

- performance appraisal,
succession planning,

- the development of training strategies, and

- other personnel processes such as management/employee communications.

The draft class specifications contained in Appendix B, are based on information collected from the written questionnaires completed by employees, individual or group job analysis audits, and information submitted by managers. They provide:

- A written record of the work performed by incumbents in the job title.

- Identification of the scope and complexity of the job.

- Information for use in selecting candidates for employment.

The class specifications were written so as to be free of any gender or age bias, and to encourage the promotion of qualified employees through visible career ladders.

Their elements are as follows:

**Title:** In essence a "micro" description, this should provide a reasonable idea of the type and level of work performed.

**Definition:** A summary of the primary purpose and responsibilities of the job. The statement "and to perform related work as assigned" is included in all definitions, not to unfairly expand the scope of the job, but to cover those incidentals, or new but similar duties which are not necessarily specifically identified in the Duties.

**Distinguishing Characteristics:** This provides additional information used: 1) to distinguish this from other similar jobs in the organization, and/or 2) to clarify the role of the job.

**Essential Duties:** Lists typical examples of duties which are regularly performed by incumbents in the job title. These are major and/or critical duties, intended to demonstrate the level and complexity of the work required. This list is not intended to be all-inclusive or restrictive; rather, it is illustrative. Duties that were rated by incumbents as minor (i.e. not "essential" from the standpoint of the Americans with Disabilities Act), but which bear on the definition of the job.
have been included in a subsection of the duty section entitled "Other duties". Where duties were rated as minor, and they did not bear on the definition of the job, they have generally been omitted.

Minimum Qualifications (Required Knowledge and Skills): Lists specific job-related knowledge and skills needed to successfully perform the work. These must be job related, and capable of being validated under the Equal Employment Opportunity Commission’s Uniform Guidelines on Selection Procedures (the federal regulations developed to implement provisions of Title VII of the Civil Rights Act of 1964). As such, these are considered the minimum qualifications. Knowledge (intellectual comprehension) and skill (acquired proficiency), are sufficiently detailed to provide a basis for the selection of quality employees.

Other Requirements: This section identifies (1) licenses required by law to perform specific duties of the job, and (2) special terms and conditions of employment, such as shift work.

Illustrative Education and Experience: This section identifies an illustrative, typical pattern for acquisition of the required knowledge and skills. It is assumed that there are a variety of other ways to acquire the minimum qualifications, and that a variety of substitutions are possible; however, it is not practical to enumerate the multitude of options. Education and experience patterns are recommended at a low level for entry into the competition; it is expected that many applicants will possess higher qualifications, and the organization is free to select the most qualified applicants (subject of course to compliance with applicable laws, codes and regulations).

Physical Requirements: Identifies physical abilities associated with the performance of essential duties. These should not be construed as a list of barriers to employment, but rather key areas in which accommodation might be needed where reasonable, should an otherwise qualified individual with a relevant disability apply (also discussion in the section on ADA).

JOB TITLES

Supervisory and management jobs may be differentiated in level of responsibility according to a variety of compensable factors. The primary factors relate to:

• Delegated supervisory authorities including planning, organizing, assigning, and reviewing work;
GCCD MANAGEMENT COMPENSATION STUDY REPORT VOL. I

- Delegated authority for personnel actions including selection, training and development, performance appraisal, counseling, and reward or discipline;
- Responsibility for development, formalization and ongoing direction of a program, including policies and procedures;
- Fiscal and budgetary accountability;
- Size and nature of staff.

Titles have been standardized to ensure consistency and clarity, as Director, Associate Dean, and Dean. Assignments without accountability for a major functional area of college operations are proposed for titling as Coordinator. Some employees may prefer to use a more specific working title, for correspondence and business cards, which is more descriptive than the formal title. This may be encouraged where appropriate and approved by the administrator.

CATEGORIES OF SUPERVISION RECEIVED

The terminology discussed below has been used to differentiate levels of independence expected, in general, of the job. It is important to bear in mind that these are generalizations based on the scope and nature of the job; individual employees may require significantly more or less supervisory attention depending on their level of experience and skill.

**General Direction** - This category applies to lead supervisory, or advanced professional classes. In these, the nature of the job or the work dictates either a higher freedom to act, a significantly longer period between supervisory contacts, or a necessarily reduced amount of supervisory review and input due to the technical, prolonged nature of the work.

**Administrative Direction** - Employees at this level are responsible for major functional areas, which they are expected to carry out independently except as new or very unusual circumstances require.

**Executive Direction** - For those jobs where a higher level manager (e.g. a Dean) is expected to function very independently over a large and significant area, reporting to Vice President or President.
SECTION III - SUMMARY OF RECOMMENDATIONS

This section presents issues and recommendations, by department or series, for retitling, modifications to job series', and reclassification of individual positions. Where no significant change has been recommended, no discussion is presented.

For a better understanding of the concepts employed, or the titles recommended, see Section II - "Understanding Classification".

Administrative Secretary

These positions perform a variety of high level secretarial work, responsible sub-analytical administrative work (e.g. budget assistance), and responsible para-professional processing tasks related to the area where assigned. Therefore, changing the title to Administrative Assistant is recommended, to better reflect those duties which exceed conventional secretarial expectations.

As in any classification with more than one incumbent, variances were found in the level at which the individuals operate. Consistent with the College's stated intent to focus on internal equity, we have not recommended making classification distinctions. However, the Administrative Secretary in Student Services does not appear to have quite the strength of responsibilities and depth of duties of the other two, and has therefore some room for growth in this regard.

Administrative Secretary to the President/Superintendent

Retitling this to Administrative Assistant to the President/Superintendent is recommended to clarify the high level role of the position.

Business Services Manager

This class has been broadened to reflect the recently added areas of responsibility; retitling to Director is recommended for consistency.
GCCD MANAGEMENT COMPENSATION STUDY REPORT VOL. I

Campus Security Supervisor

This class has been assigned significant additional responsibilities in a variety of support areas unrelated to security; retitling this to Director, Security and Support Services is recommended for consistency.

Director, Small Business Development Center

At the college’s direction, this has been written to reflect a non-certificated level in anticipation of the current incumbent’s retirement.

Director, Special Projects and Economic Development

Working from information from incumbents and executives, this has been written to attempt to capture the most recent reorganization of assignments in these areas, and the addition of funds. Job descriptions were also collected from other colleges for this, but exactly matching jobs were not found. Retitling this to Associate Dean is recommended for consistency.

Instructional Site Manager

Retitling this classification to Instructional Site Coordinator is recommended. These positions do not manage in the traditional sense of the word, making the title misleading. Revising the illustrative education pattern from a bachelor’s degree to a two year degree is recommended based upon the consultant’s assessment of job content, which focuses on coordination and support tasks, rather than being analytically oriented or involving extensive mastery of principles of a field.

Instructional Technology and Information Technology

The class specifications for Dean of Instructional Technology, and MIS Director have been written to reflect the most current organizational structure, and recommended for retitling as Dean of Technology, and Director, Information Systems, respectively.

Public Information Officer

This class specification was prepared based on discussion with the President and
review of the job announcement, as the job was vacant as of the date of job analysis. Retitling to Director is recommended for consistency.

Registrar

Retitling this classification to Director, Admissions and Records is recommended to more accurately reflect its scope of responsibility and for consistency with other heads of functional units.

The following class specifications are recommended for Gavilan College to reflect the foregoing analysis:

Exhibit 2:
List of Proposed Class Specifications

Administrative Assistant
Administrative Assistant to the President/Superintendent
Associate Dean, DSP&S
Associate Dean, Economic Development, Community Education and Special Projects
Associate Dean, EOP&S/CalWORKS
Dean of Enrollment Management
Dean of Liberal Arts and Science
Dean of Technical and Public Services
Dean of Technology
Director, Admissions and Records
Director, Business Services
Director, CalWORKS
Director, Child Development Center
Director, Facilities Services
Director, Financial Aid
Director, Human Resources
Director, Information Systems
Director, Institutional Research
Director, MESA
Director, Public Information
Director, Security & Support Services
Director, Small Business Development Center
Instructional Site Coordinator
SECTION IV - THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) employment provisions took effect on July 26, 1992. The Equal Employment Opportunity Commission is responsible for its enforcement, and has substantive rule making authority in this regard. Enforcement is modelled on Title VII of the Civil Rights Act of 1964.

The ADA prohibits discrimination against disabled individuals in private and state and local government employment, public accommodations, public transportation, state and local government services, and telecommunications.

ADA has five titles. From a Human Resources standpoint, the primary issues relate to Title I of the Act, which prohibits employment discrimination against qualified individuals with disabilities.

Employment activities covered in Title I include:

"job application procedures, the hiring, advancement or discharge of employees; compensation; job training, and other terms, conditions and privileges of employment".

The Act protects "qualified individuals with disabilities", defined as an individual who satisfies the requisite skill, experience and education requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position without posing a direct threat to the health and safety of the individual or others. The individual must be both disabled and qualified to be protected.

Disability is defined as:

"A physical or mental impairment that substantially limits one or more of the major life activities of an individual; having a record of such an impairment; or being regarded as having such an impairment".

Major life activities in this context includes such things as walking, seeing, hearing, speaking, working, and caring for oneself. Interpretation of the clause "being regarded as having such an impairment" raises some questions, and extends protection to those perceived as having a disability. For example, in the case of scarring from a burn,
there is no physical disability, but the person may be perceived as having an impairment. Similarly, those who affiliate with an HIV positive person may not be discriminated against because of it, under the "being regarded" clause. Communicable diseases are protected by the ADA unless the job in question would facilitate transmission of the disease, thus constituting a direct safety threat.

The Act requires employers to make reasonable accommodations to known limitations. "Reasonable" may be defined in relation to the employer’s size, and the proportional burden of cost in relation to it. Reasonable accommodation may include:

- job restructuring,
- making facilities accessible,
- providing assistive devices or modifying equipment,
- modifying work schedules,
- providing interpreters or interpretive devices, and etc.

This has two main implications for a study of this nature: (1) the job description should not reflect minor or non-essential duties; (2) physical elements of the job which may require accommodation need to be identified, in the context of physical activities performed/sensory capabilities used in course of key duties.

The "Physical Requirements" list should be viewed as items which may require accommodation, not as a list of barriers to employment. For example, medical transcriptionists typically operate tape devices using foot pedals. Therefore, their job description would note: "dexterity to operate pedal-controlled transcription equipment". However, an individual lacking foot dexterity might easily be accommodated through the use of a mouth stick control device. It will not be possible to make accommodations for some items on these lists, e.g. when color vision is a requirement to record the results of a lab test, or differentiate emergency annunciator lights which do not have redundant information such as differential positioning.

The ADA does not require the employer to either: (a) pay for unreasonably costly accommodations, which would create an undue hardship for the employer; or (b) anticipate all possible accommodations. Rather, the employer should rely on the applicant requesting reasonable accommodation, and work from there. (Interviewers are reminded not to ask if an applicant has a disability). A typical procedure for this would involve:
(1) Having the applicant make a written request.

(2) Discussing the request with the applicant to determine the essential functions to which it applies, the type of accommodation requested, and the type of accommodation the applicant feels would be most effective.

(3) Develop alternatives (working with the applicant and/or reasonable accommodation experts).

(4) Evaluate alternatives according to EEOC guidelines, and select the most effective.

(5) Discuss the conclusions with the applicant to see if the applicants feels that the selected accommodations would be effective.

(6) Extend a conditional job offer, require the applicant to provide documentation of protected disability status, and verify through medical examination that the applicant meets the required abilities. (Note: A medical examination may be required of an applicant claiming a disability only if medical exams are required of all applicants). Then a commitment can be made to provide the reasonable accommodation.

Each employee’s Job Description Questionnaire contains rating scales for physical and mental demands, and a linkage to the duties for which these are required. These JDO’s will be returned upon completion of the classification study, and provide an excellent reference for position data. However, in using these one is cautioned that:

- employees may perceive a task as essential, when in fact it is not, and

- employees may have rated as required a number of physical characteristics which were not supported by further discussion during audits.

Therefore, we re-emphasize the importance of (1) involving the supervisor or manager in evaluating what duties are defined as essential, (2) checking the duties and requirements at the time of the opening, in the event of changes in the job, (3) viewing physical characteristics as items to be accommodated where reasonable, rather than barriers to employment.
APPENDIX A:

JOB ANALYSIS QUESTIONNAIRE
1.0 PURPOSE: Briefly summarize the overall purpose of your position:


2.0 ORGANIZATIONAL CONTEXT

2.1 I report to:

<table>
<thead>
<tr>
<th>Name</th>
<th>(name and title of immediate supervisor)</th>
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As do:


2.2 Total number of employees you supervise/manage, directly and through subordinate supervisors: 

2.3 Name and title of employees that you directly supervise:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Name</th>
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2.4 Describe the work decisions that you make on your own:


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2.5 What decisions do you refer to your supervisor, or to other departments within the organization?


2.6 How frequently is your work reviewed and what kind of review is provided?


3.0 **EQUIPMENT.** List any machines, equipment, or vehicles you operate in the course of work, and indicate how frequently you operate them. *(D = daily, W = weekly, M = monthly, I = infrequently: several times a year or less)*


4.0 **CONTACTS.** Other than your supervisor and coworkers, with whom do you have contact in the course of your work, and how frequently? *(D = daily, W = weekly, M = monthly, I = infrequently: several times a year or less)*

<table>
<thead>
<tr>
<th>Title</th>
<th>Regarding</th>
<th>Frequency</th>
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5.0 **ENVIRONMENT.** Describe any hazardous or unpleasant working conditions, such as exposure to fumes, chemicals, excessive temperatures, etc.:


6.0 **BUDGET.** Total dollar amount of budget under your control: 

6.1 Describe your responsibility for budget expenditures, and control over revenue generation or cost savings:


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7.0 DESCRIPTION OF YOUR WORK. Describe below the work that you perform, starting with your most important duties.

- First number your duties in the # column.
- Skip to the DUTIES column, and describe what tasks you perform, beginning each statement with an action verb.
- Go back to the TIME column, and indicate what percentage of your overall work time you spend performing each duty. If percentages are too difficult, use hours per day, week or month; or, for seasonal duties, show number of days or weeks per year.
- In the FREQ column, indicate how frequently the task occurs, using the following codes:
  \( SD = \) several times daily; \( D = \) daily; \( W = \) weekly; \( M = \) monthly; \( I = \) infrequently: several times a year or less.
- In the IMP column, identify how important the duty is to your overall job effectiveness, using the following codes:
  \( C = \) This task is Critical, and the job is a failure if this task is not performed properly.
  \( E = \) This task is Essential, and must be performed properly for job success.
  \( I = \) This task is Important, and may have a big impact, but does not necessarily result in failure if not performed properly, e.g. because errors can be corrected.
  \( M = \) This task is minor or incidental, and can be performed by others or deferred without major impact.

<table>
<thead>
<tr>
<th>#</th>
<th>TIME</th>
<th>FREQ</th>
<th>IMP</th>
<th>DUTIES</th>
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7.0 DESCRIPTION OF YOUR WORK, continued

<table>
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<tr>
<th>#</th>
<th>TIME</th>
<th>FREQ</th>
<th>IMP</th>
<th>DUTIES</th>
</tr>
</thead>
</table>
7.1 Which of your duties do you consider most complex or difficult, and why?

8.0 PHYSICAL DEMANDS. Identify any physical activity required in the performance of your job.
- In the DUTY column, mark the number(s) of your duty/duties from pages 3 and 4 that require the physical activity.
- In the FREQ column, show how often you perform the physical activity to accomplish the duty. Use these codes:
  \( SD \) = several times daily; \( D \) = daily; \( W \) = weekly; \( M \) = monthly; \( I \) = infrequently: several times a year or less.

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<tr>
<th>ACTIVITY</th>
<th>DUTY</th>
<th>FREQ.</th>
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<th>DUTY</th>
<th>FREQ.</th>
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<td>Seeing</td>
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<td>Climbing</td>
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<td>Hearing</td>
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<td>Stooping</td>
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<tr>
<td>Speaking</td>
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<td>Crawling/Kneeling</td>
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<td>Sitting</td>
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<td>Using Hand/Finger Dexterity</td>
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<td>Standing</td>
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<td>Lifting/carrying _____ lbs.</td>
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<td>Walking</td>
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<td>Other:</td>
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<tr>
<td>Running</td>
<td></td>
<td></td>
<td>Other:</td>
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</table>

9.0 MENTAL DEMANDS. Identify the mental skills or mental discipline required to perform your job duties.
- In the DUTY column, mark the number(s) of your duty/duties from pages 3 and 4 that require the mental activity.
- In the FREQ column, show how often you perform the mental activity to accomplish the duty. Use these codes:
  \( SD \) = several times daily; \( D \) = daily; \( W \) = weekly; \( M \) = monthly; \( I \) = infrequently: several times a year or less.

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<tr>
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<th>FREQ.</th>
<th>ACTIVITY</th>
<th>DUTY</th>
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<td>Problem Solving</td>
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<td>Confidentiality</td>
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<td>Reasoning</td>
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<td>Multiple concurrent tasks</td>
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<td>Making Calculations</td>
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<td>Constant interruptions</td>
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<td>Spelling &amp; Grammar</td>
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<td>Attention to detail</td>
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<td>Reading (documents or</td>
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<td>Other:</td>
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<td>instruments)</td>
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10.0 JOB REQUIREMENTS

10.1 List the types of skills, knowledge, and experience needed to start on this job:
10.2 Special skills and knowledge typically acquired while on the job:


10.3 List any special licenses or certificates required by law, or by your employer:


11.0 OTHER: Add any item or comment about your present job that you feel has not been adequately covered by other sections of this questionnaire.


12.0 EMPLOYEE CERTIFICATION: All statements made by me on this questionnaire are, to the best of my knowledge, complete and accurate.

SIGNATURE: ___________________________________________ DATE: ______________________

IMMEDIATE SUPERVISOR'S COMMENTS

Which of the employee's duties do you consider most important or difficult?


If you had to replace the employee, what qualifications would be most important to you?


Use this space to add information or clarification to the employee's questionnaire.


Except as noted above, the employee's questionnaire is an accurate and complete representation of his/her work.

SIGNATURE ___________________________________________ DATE ______________________

(name and title of immediate supervisor)
DEPARTMENT MANAGER'S COMMENTS

Which of the employee's duties do you consider most important or difficult?

__________________________________________________________

__________________________________________________________

Use this space to add information or clarification to the questionnaire, or other pertinent information.

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

Except as noted above, the employee's questionnaire is an accurate and complete representation of his/her work.

SIGNATURE ______________________________________________ DATE ______________________

(name and title of Department Manager)
APPENDIX B:

PROPOSED JOB DESCRIPTIONS
ADMINISTRATIVE ASSISTANT

DEFINITION:

Under general direction, to provide administrative assistance and confidential secretarial support to a Vice President; to relieve the Vice President of routine office details; to provide staff assistance on a variety of matters; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from other secretarial and administrative support jobs by its responsibility for providing staff assistance and secretarial support to a Vice President (Instructional Services, Student Services, or Administrative Services).

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Composes/prepares a variety of correspondence, reports, agenda materials, forms, and other written materials; proofs and/or edits materials;
- Receives and screens callers and voice mail, routes inquiries, relays Vice President’s instructions and information to various college departments; applies policies and procedures; assists students, staff and public, and resolves complaints;
- Opens, screens and routes incoming correspondence and email, locates and attaches pertinent materials;
- Schedules and maintains appointment calendar for the Vice President, schedules and coordinates meetings; maintains calendars of events; makes travel arrangements;
- Coordinates special events and makes room, food and related arrangements for a variety of meetings;
- Assists in the preparation of and monitors the budget; reviews budget reports and resolves discrepancies; initiates transfers; prepares claims; provides assistance and guidance to staff in budget matters;
- Attends meetings, takes and transcribes minutes, and provides other responsible support to various boards and committees;
- Provides staff assistance such as gathering facts and materials, researching, compiling and summarizing information, processing and correlating data, preparing reports and processing forms, initiating recurring processing tasks for the area, preparing and maintaining handbooks, policies, schedules and related documents; and related assistance;
- Establishes and maintains confidential filing systems and official records, and ensures their security;
- Types, transcribes, word processes, assembles and distributes various documents;
- Collects, compiles and summarizes data and information for Vice President’s use, state reports, program review, fiscal, and administrative purposes;
Administrative Assistant
Page 2

- Operates spreadsheet and graphics software;
- Performs a variety of other responsible secretarial and clerical support such as: assemble, duplicate and distribute materials, order and maintain office supply stock, establish and maintain filing systems;
- May attend and/or conduct a variety of internal and external meetings and committees, within delegated authorities;
- Prepares grant applications including research of data and requirements, and preparation of narrative;
- Provides back up to other administrative assistants and the Executive Secretary;
- Performs a variety of other responsible administrative support, technical and secretarial functions.

MINIMUM QUALIFICATIONS:

Knowledge of:
Modern office methods, procedures, supplies and equipment, including filing system development and maintenance, and telephone reception.
Personal computer applications including word processing, spreadsheets, and graphics.
English grammar, spelling, punctuation and composition.
Formats and requirements for various reports, forms and correspondence.
Business arithmetic.
Functions and responsibilities of the various departments of the college.
Specialized processes and procedures related to the area of assignment.

Skill in:
Typing at a net rate of 60 words per minute from clear copy.
Rapidly and accurately transcribing from tape.
Composing correspondence, memos and other materials.
Operating personal computer applications software for word processing, spreadsheets, and campus specific software.
Interpreting and applying procedures and regulations.
Effective oral and written communications.
Establishing and maintaining effective working relationships with those contacted in the course of the work, including administrators, Board members, and external agencies.
Prioritizing workload, meeting deadlines, and working effectively at a high level of independence in an environment with multiple demands and frequent interruptions.
Learning and performing specialized procedures and processing related to the area of assignment.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record; attend meetings
outside of regular work hours. As an exempt employee, the incumbent may be asked to work variable schedules.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school supplemented by professional secretarial coursework, and three years of increasingly responsible typing and clerical work, at least one year of which shall have been a responsible secretarial capacity supporting a management or executive position.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting but may include travel between college locations.
ADMINISTRATIVE ASSISTANT TO THE SUPERINTENDENT/PRESIDENT

DEFINITION:

Under general direction, to provide secretarial support and administrative assistance to the College Superintendent/President, the Board of Trustees, and other committees; to record and maintain official minutes of governing board and other meetings; to relieve the executives of routine office details; to provide staff assistance on a variety of matters; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from other secretarial and administrative support jobs by its accountability to the Superintendent/President and governing board, and the duties and contacts associated with those roles.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Reviews incoming correspondence and email, routes to others where appropriate, locates and attaches pertinent materials, and composes draft responses independently or from brief instructions;
- Screens visitors, telephone calls and voice mail, refers callers to other staff, or personally determines appropriateness of disclosure and provides information on established program and policy issues; relays Superintendent’s directions and key information to other college staff;
- Schedules meetings and appointments and maintains calendars for the Superintendent/President; makes room, food and related arrangements for a variety of meetings;
- Types, word processes, edits, revises and compiles a variety of administrative and confidential materials, correspondence, reports, and presentations;
- Attends Board of Trustees, College Council, and related meetings and committees; tapes or takes and transcribes minutes; carries out required actions such as preparation of resolutions, obtaining signatures, and filing and handling of minutes, records and actions;
- Prepares, compiles materials for, assembles, distributes and/or posts Board and other meeting agenda and information packages; calendars Board meetings;
- Provides a variety of other staff support to boards and committees;
- Maintains the District Policy Manual;
- Assists in developing the budget for the President’s office, prepares projections, and monitors and maintains budget as approved;
- Provides staff assistance such as gathering facts and materials, researching, compiling summarizing and analyzing information, processing and correlating data, and related assistance;
- Establishes and maintains confidential filing systems and official records, and ensures
their security;
• Performs a variety of other responsible secretarial and clerical work including: orders and maintains supply inventory, coordinates duplication and distribution of documents, maintains files, records and contacts; picks up and delivers materials;
• Creates and edits the campus newsletter;
• Notarizes documents as a registered Notary Public.

MINIMUM QUALIFICATIONS:

Knowledge of:
Modern office methods, procedures, supplies and equipment, including filing system development and maintenance, and telephone reception.
Personal computer applications including word processing, spreadsheets, and graphics.
English grammar, spelling, punctuation and composition.
Formats and requirements for various reports, forms and correspondence.
Business arithmetic.

Skill in:
Typing at a net rate of 60 words per minute from clear copy.
Rapidly and accurately transcribing from tape.
Composing correspondence, memos and other materials.
Operating personal computer applications software for word processing, spreadsheets, desktop publishing, and campus specific software.
Interpreting and applying procedures and regulations.
Effective oral and written communications.
Establishing and maintaining effective working relationships with those contacted in the course of the work, including administrators, Board members, and external agencies.
Prioritizing workload, meeting multiple concurrent deadlines, and working effectively at a high level of independence in an environment with multiple demands and frequent interruptions.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record; attend meetings outside of regular work hours; current registration as a Notary Public. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school supplemented by professional secretarial coursework, and five years of increasingly responsible typing and clerical work, at least two years of which shall have been a responsible secretarial capacity supporting (a) management or executive
position(s). Community college experience is preferred.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting but includes travel between college locations.
ASSOCIATE DEAN, DISABLED STUDENTS PROGRAMS AND SERVICES

DEFINITION:

Under administrative direction, to plan, develop, implement and manage the disable students programs and services; to prepare and administer the DSPS budget; to coordinate the DSPS program with other college departments and external agencies; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification with accountability for managing the DSPS program, and the Workability III program. This classification is distinguished from the Dean level of classification which has responsibility for a broader scope of responsibility.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, develops and implements the DSPS and WA III programs;
- Evaluates student needs, external requirements and regulations, and current trends to develop program modifications and improvements;
- Directly and through subordinate supervisors, manages, directs, assigns and evaluates the daily work of faculty and classified DSPS staff; trains employees in work procedures, standards and safety practice; interview and recommend selection of job applications, appraises employee performance including instruction, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Prepares and manages the DSPS budget; monitors and approves expenditures; prepares grant and program fund applications and ensures compliance with requirements; prepares and manages contracts for services and equipment within the program area;
- Prepares and/or manages the preparation of reports, correspondence, records and data, including required reporting related to the DSPS program;
- Oversees and participates in verification of student eligibility for services and coordination with other campus and external services and programs;
- Directs and participates in the provision of services to eligible students including provision of adaptive equipment, support services, assessment, counseling, career preparation, and related;
- Provides liaison and coordination with faculty and other campus departments to identify needs, coordinate services to students, and improve program utilization;
- Coordinates program elements and services with regulatory and other external agencies;
- Attends, participates in, and/or lead a variety of internal and external meetings and committees.
MINIMUM QUALIFICATIONS:

Knowledge of:
Supervisory principles and practices including work planning, training, direction and evaluation.
Principles and methods of instruction.
Federal, state and other regulations pertaining to the DSPS program and services.
Procedures and requirements for student program eligibility.
Principles and practices of program budgeting and monitoring.
Methods and techniques for grant proposal writing.
Basic computer use.
Campus and community resources and referral agencies related to DSPS students.

Skill in:
Planning, developing, implementing and managing a comprehensive program of services and programs for disabled students.
Planning, organizing, managing and evaluating the work of others.
Reading, interpreting and applying regulations, policies, and procedures related to the program.
Planning and tracking program budgets.
Representing the program at a variety of internal and external committees and meetings.
Establishing and maintaining a variety of records, data and required reports; preparing effective written reports and correspondence.
Planning and coordinating special events related to the DSPS program.
Establishing and maintaining effective working relationships with those contacted in the course of the work; sensitivity to and ability to work effectively with adults with disabilities.

Other Requirements:

Must possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules. In accordance with title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A master’s degree in a relevant field and two years of experience related to provision of services to disabled adults.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
ASSOCIATE DEAN, ECONOMIC DEVELOPMENT, COMMUNITY EDUCATION AND SPECIAL PROJECTS

DEFINITION:

Under administrative direction, to develop, coordinate and manage a variety of grant and other funding sources for categorical programs, special projects and other programs including Title V funds; to direct programs for contract education and community education outside the credit class schedule; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification focusing on the development and administration of various funding sources for categorical programs and special projects at the college, as well as directing provision of non-credit education for business and the community.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Develops concepts for grant funding, economic development, and other funding sources, coordinates planning with other campus areas; prepares, submits and manages grants;
- Supervises, directs, assigns and evaluates the work of faculty and other assigned staff; trains employees in work procedures, standards and safety practices; interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Working with business and industry groups, identifies needs for non-credit training and instruction such as supervisory development, business writing, customer service training, hospitality and retail, workplace literacy, basic language skills, and other conventional business training;
- Develops and coordinates contract education offerings;
- Working with community groups and other educational institutions, identifies need for non-credit training and coursework such as basic language skills, life enrichment, recreational, special interest, and other adult education, summer arts programs and children’s offerings;
- Working with community-based organizations, assesses special needs for Hispanic populations under grant funding, coordinates with faculty and other college staff, and initiates and assists with development of curriculum modifications, facility modifications, program modifications and special services to better serve the Hispanic community;
- Identifies training resources and develops adjunct faculty, community instructors, or contract training resources; prepares and manages bids for services and contracts, and coordinates provision of courses;
• Assists in small business incubation and coordinates with SBDC per HUD grant;
• Supervises all aspects of operating an off-site facility, coordinating leases, subleases, maintenance, security, staffing and other issues with city and college agencies;
• Develops and implements a senior’s program at all off-site locations and the main campus;
• Prepares and manages the unit budget; monitors and approves expenditures;
• Prepares and/or manages the preparation of reports, correspondence, records and data, including required reporting.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of grant and other fund development, grant preparation and administration.
Principles and practices of contract training for business and industry, community training for adult education, and special population targeted training.
Principles and practices of needs assessment and program design for special programs, projects, outreach, and targeted populations.
Federal, state, community college and other regulations pertaining to special projects, Title V, and other grants, projects and programs.
Basic budgeting and supervisory practices.
Basic computer use.
Campus and community resources, capabilities and referral agencies.

Skill in:
Developing funding concepts, preparing and submitting grants and other funding applications, and managing and administering grants and other funding sources.
Reading, interpreting and applying applicable laws, codes, rule, regulations and requirements.
Establishing and maintaining effective working relationships with those contacted in the course of the work; including community-based organizations, business and other agencies.
Planning, organizing, managing and evaluating the work of others.
Preparing and managing budgets.
Establishing and maintaining a variety of records, data and required reports.
Preparing effective written reports and correspondence.
Effective oral communications.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record; attend meetings and other functions outside of regular work hours. As an exempt employee, the incumbent may be asked to work variable schedules. In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.
ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A master's degree and three years of responsible experience related to grant design and administration which has included work with targeted population needs.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
ASSOCIATE DEAN, EOP&S/CalWORKS

DEFINITION:

Under administrative direction, to plan, develop, implement and manage the Extended Opportunity Programs and Services and CalWORKS program; to prepare and administer the EOP&S budget and oversee subordinate program budgets; to coordinate these programs with other college departments and external agencies; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification with accountability for directly managing the EOP&S program, and the CalWORKS program through a subordinate manager. This classification is distinguished from the Dean level of classification which has responsibility for a broader scope of responsibility.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, develops and implements the EOP&S and CARE program and oversees same for CalWORKS;
- Evaluates student needs, external requirements and regulations, and current trends to develop program modifications and improvements;
- Directly and through subordinate supervisors, manages, directs, assigns and evaluates the daily work of faculty and classified EOP&S, CARE and CalWORKS staff; trains employees in work procedures, standards and safety practices; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Prepares and manages the EOP&S and CARE budgets; monitors and approves expenditures; prepares grant and program fund applications and ensures compliance with requirements; prepares and manages contracts for services and equipment within the program area; reviews and oversees the CalWORKS budget;
- Prepares and/or manages the preparation of reports, correspondence, records and data, including required reporting related to the EOPS, CalWORKS and CARE programs;
- Oversees and participates in verification of student eligibility for services and coordination with other campus and external services and programs;
- Directs and participates in the provision of services to eligible students including intervention strategies, educational plans, counseling, tutoring, grants, child care, transportation, and a wide variety of other support and assistance;
- Provides liaison and coordination with faculty and other campus departments to identify needs, coordinate services to students, and improve program utilization;
• Conducts and/or directs outreach, recruitment and retention efforts for EOP&S and support programs;
• Coordinates program elements and services with regulatory and other external agencies;
• Attends, participates in and/or leads a variety of internal and external meetings and committees.

MINIMUM QUALIFICATIONS:

Knowledge of:
Supervisory principles and practices including work planning, training, direction and evaluation.
Federal, state and other regulations pertaining to the EOP&S, CalWORKS, CARE, SPRING and other programs and services.
Procedures and requirements for student program eligibility.
Principles and practices of program budgeting and monitoring.
Methods and techniques for grant proposal writing.
Basic computer use.
Campus and community resources and referral agencies related to the population served.

Skill in:
Planning, developing, implementing and managing a comprehensive program of services and
programs for educationally disadvantaged students, including recruitment, retention and outreach.
Planning, organizing, managing and evaluating the work of others.
Reading, interpreting and applying regulations, policies, and procedures related to the program.
Planning and tracking program budgets.
Representing the program at a variety of internal and external committees and meetings.
Establishing and maintaining a variety of records, data and required reports.
Preparing effective written reports and correspondence.
Establishing and maintaining effective working relationships with those contacted in the course of the work; sensitivity to and ability to work effectively with educationally disadvantaged students of diverse ethnic and cultural backgrounds.

Other Requirements:

Must possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules. In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A master’s degree in a relevant field and two years of experience related to provision of
services to educationally or economically disadvantaged students.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DEAN OF ENROLLMENT MANAGEMENT

DEFINITION:

Under executive direction, to plan, organize, coordinate, implement and manage the development of the schedule and catalog, and the matriculation components of assessment, orientation, and retention; to supervise through subordinate managers the financial aid, admissions and records/registrar, tutoring, and outreach and recruitment functions, and off-site locations; to prepare and administer the division budgets; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is an administrative classification with overall responsibility for a major area of campus operations. This classification is distinguished from Vice President, Student Services, which is an executive class with broad latitude and authority for overall student services operations.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, manages and administers the operations of the enrollment division;
- Establishes goals, objectives, policies and standards for the division; evaluates applicable federal, state and local regulations, policies and procedures and ensures compliance;
- Directly and through subordinate managers, manages, directs, assigns and evaluates the daily work of assigned staff; trains employees in work procedures, standards and requirements; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Coordinates and implements the development of the schedule and catalog for publication;
- Serves on/participates in a variety of internal and external committees, meetings and organizations, representing the Enrollment Management area to coordinate operations, improve matriculation and retention, establish cooperative relationships, and resolve problems;
- Manages the Financial Aid, Admissions and Records/Registrar, off-sites, and tutoring functions through subordinate managers, and provides administrative direction and leadership to them;
- Develops and administers the division budgets; monitoring and approving expenditures, ensuring proper fund allocations, and researching and approving grant expenditures;
- Investigates, evaluates and resolves a variety of complex issues and problems;
- Identifies matriculation issues and students at risk of leaving, and designs and implements programs and services to facilitate matriculation and retention;
Dean of Enrollment Management
Page 2

- Oversees the preparation and maintenance of databases of high school students and prospective enrollees, recruitment letters, mass mailings, and acknowledgements of applications;
- Prepares and maintains a variety of reports, correspondence, records and other written materials.

MINIMUM QUALIFICATIONS:

Knowledge of:
Administrative principles and methods including goal setting, program and budget development and implementation, and employee supervision and evaluation.
Principles and methods of recruitment, matriculation, assessment, retention, admissions and records, and financial aid.
Applicable laws, codes regulations and requirements.
Modern office methods and equipment including computer applications related to the division, and recordkeeping, filing and data management systems.

Skill in:
Planning, organizing, assigning, directing and reviewing a major division and assigned program areas.
Selecting, training, motivating and evaluating faculty, classified and supervisory staff.
Developing, implementing, and interpreting goals, objectives, policies, procedures and work standards.
Analyzing complex enrollment management problems, evaluating alternatives, and implementing effective courses of action.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Representing assigned areas effectively in meetings with others.
Preparing clear and concise reports, correspondence and other written materials.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules, e.g. attend meetings outside of normal business hours. In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Master’s degree in a related field and five years of increasingly responsible experience in one or more of the areas managed, including at least one year in a supervisory or
leadership capacity. Previous community college experience is preferred.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DEAN OF LIBERAL ARTS AND SCIENCES

DEFINITION:

Under executive direction, to provide leadership, direction, planning and administrative responsibility for faculty, staff and educational programs in English, Fine Arts, Math, Science and Social Science departments, as well as the MESA program; to administer the Liberal Arts and Sciences budget; to coordinate Liberal Arts and Sciences with other campus departments and functions; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is an administrative classification with overall responsibility for a major area of campus operations. This classification is distinguished from Vice President, Instructional Services, which is an executive class with broad latitude and authority for overall academic operations.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, manages and administers the operations of the Liberal Arts and Sciences (LA&S) division;
- Establishes goals, objectives, policies and standards for the division; evaluates applicable federal, state and local regulations, policies and procedures and ensures compliance;
- Directly and through subordinate managers, manages, directs, assigns and evaluates the daily work of faculty and classified staff; trains employees in work procedures, standards and requirements; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Oversees curriculum development, advising faculty on development, providing technical review and writing assistance, reviewing and approving submittals, coordinating with committee and department chairs, and ensuring compliance with state, articulation and legal issues;
- Develops class schedules for LA&S including planning, staff utilization, load calculations, general education offerings, off campus classes, and block courses;
- Serves on a variety of internal and external committees, meetings and organizations, representing LA&S to coordinate operations, conduct outreach, establish cooperative relationships, and resolve problems.
- Develops and administers the LA&S budget; monitoring and approving expenditures, ensuring proper fund allocations, and researching and approving grant expenditures;
- Investigates, evaluates and resolves a variety of complex issues and problems such as faculty-student conflicts, grade dispute reviews, conflict arbitration, grievances, cheating
and honesty accusations, etc.;
- Prepares full time and part time load and salary step calculations, overloads, office hours and other matters to ensure accurate payroll for faculty;
- Oversees the scheduling, coordination and use of facilities and equipment for instruction and participates in long and short term planning;
- Prepares and maintains a variety of reports, correspondence, records and other written materials.

MINIMUM QUALIFICATIONS:

Knowledge of:
Administrative principles and methods including goal setting, program and budget development and implementation, and employee supervision and evaluation.
Principles and practices of curriculum development and evaluation.
Principles and methods of instruction at the community college level.
Applicable laws, codes regulations and requirements.
One or more fields within LA&S.

Skill in:
Planning, organizing, assigning, directing and reviewing a major faculty division and assigned program areas.
Selecting, training, motivating and evaluating faculty, classified and supervisory staff.
Developing, implementing, and interpreting goals, objectives, curricula, policies, procedures and work standards.
Analyzing complex problems, evaluating alternatives, and implementing effective courses of action.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Representing assigned areas effectively in meetings with others.
Preparing clear and concise reports, correspondence and other written materials.

Other Requirements:

As an exempt employee, the incumbent may be asked to work variable schedules. Must possess a valid California driver’s license and have a satisfactory driving record. In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Master’s degree in a relevant field, and five years of academic experience including at least one year in a supervisory or administrative capacity.
PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DEAN OF TECHNICAL AND PUBLIC SERVICES

DEFINITION:
Under executive direction, to provide leadership, direction, planning and administrative responsibility for faculty, staff and educational programs in the technical and public service/vocational education division; to administer the division budget; to coordinate the division with other campus departments and functions; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:
This is an administrative classification with overall responsibility for a major area of academic operations, including allied health, aviation technology, business/computer science and information systems, cosmetology, drafting, regional occupational training, and assigned program/service areas including the Child Development Center. This classification is distinguished from Vice President, Instructional Services, which is an executive class with broad latitude and authority for overall academic operations.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

• Plans, organizes, manages and administers the operations of the technical and public services division including instructional services and JTPA, ROP, and Child Development Center;
• Establishes goals, objectives, policies and standards for the division; evaluates applicable federal, state and local regulations, policies and procedures and ensures compliance;
• Directly and through subordinate managers, manages, directs, assigns and evaluates the daily work of faculty and classified staff; trains employees in work procedures, standards and requirements; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action, participates in tenure reviews;
• Oversees curriculum development, researching new program areas, preparing proposals, working with faculty, reviewing and approving submittals, coordinating with committee and department chairs, and ensuring compliance with state, articulation and legal issues;
• Develops class schedules including planning, staff utilization, load calculations, off campus classes and block courses; oversees division marketing activities;
• Serves on a variety of internal and external committees, meetings and organizations, representing the Technical/Public Services area, to coordinate operations, conduct outreach, establish cooperative relationships, resolve problems, and coordinate with other agencies and programs;
• Develops and administers the division budget; monitoring and approving expenditures,
ensuring proper fund allocations, and researching and approving grant expenditures;
- Investigates, evaluates and resolves a variety of complex issues and problems such as faculty-student conflicts, grade dispute reviews, conflict arbitration, grievances, cheating and honesty accusations, etc.;
- Prepares full time and part time load and salary step calculations, overloads, office hours and other matters to ensure accurate payroll for faculty;
- Oversees the scheduling, coordination and use of facilities and equipment for instruction and participates in long and short term planning;
- Prepares and maintains a variety of reports, correspondence, records and other written materials.

MINIMUM QUALIFICATIONS:

Knowledge of:
Administrative principles and methods including goal setting, program and budget development and implementation, and employee supervision and evaluation.
Principles and practices of curriculum development and evaluation.
Principles and methods of instruction at the community college level.
Applicable laws, codes regulations and requirements.
One or more fields within technical and public services.

Skill in:
Planning, organizing, assigning, directing and reviewing a major faculty division and assigned program areas.
Selecting, training, motivating and evaluating faculty, classified and supervisory staff.
Developing, implementing, and interpreting goals, objectives, curricula, policies, procedures and work standards.
Analyzing complex problems, evaluating alternatives, and implementing effective courses of action.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Representing assigned areas effectively in meetings with others.
Preparing clear and concise reports, correspondence and other written materials.

Other Requirements:

Must possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules. In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:
A Master's degree in a relevant field, and five years of academic experience including at least one year in a supervisory or administrative capacity.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DEAN OF TECHNOLOGY

DEFINITION:

Under executive direction, to provide leadership, direction, planning and administrative responsibility for all of the college’s information technology activities, all instructional technology, and related media, video and distance learning programs; to administer the division budget; to coordinate Instructional and Information Technology with other campus departments and functions; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is an administrative classification with overall responsibility for a major area of campus operations, and serves as the college’s Chief Information Technology Officer. In addition to all information technology and telecommunications matters, the position is responsible for instructional technology and programs including the Media Center, Computer Lab, Community Media Access Program, TV Studio, Distance Education, Telecourses, Classroom Technology, video teleconferencing and Telecommunications and the Technology Infrastructure Program (TTIP), and the Library. This classification is distinguished from the MIS Manager which is a first level supervisory classification overseeing day-to-day operations of, and providing technical support for, information technology. This classification is distinguished from Vice President, Instructional Services, which is an executive class with broad latitude and authority for overall academic operations.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, manages and administers the operations of the Instructional and Information Technology division;
- Establishes goals, objectives, policies and standards for the division; evaluates applicable federal, state and local regulations, policies and procedures and ensures compliance;
- Oversees the development, implementation and update of the college’s technology plan;
- Directly and through subordinate managers, manages, directs, assigns and evaluates the daily work of staff; trains employees in work procedures, standards and requirements; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Serves on and participates in a variety of internal and external committees, meetings and organizations representing assigned areas to coordinate operations, conduct outreach, establish cooperative relationships, and resolve problems;
- Develops and administers the division budget; monitoring and approving expenditures, ensuring proper fund allocations, and researching and approving grant expenditures;
Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record; attend meetings outside of regular work hours.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Master’s degree in computer science, information technology, or a closely related field, and three years of professional level experience in information technology which has included significant responsibility for overall systems design and implementation, and hardware acquisition, and including at least one year in a supervisory or administrative capacity.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers, and assist in equipment problem resolution.

This work is performed primarily in an indoor setting.
DIRECTOR, ADMISSIONS AND RECORDS

DEFINITION:

Under general direction, to plan, organize and supervise the operation of the Admissions and Records Office; to prepare and maintain the unit budget; to prepare and maintain a variety of reports, records, data and documents; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification with responsibility for directing and coordinating all aspects of the College's Admissions and Records Office, including ensuring program goals are met in accordance with mandated requirements and directly assisting students in admission, registration and student records matters.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, assigns and supervises the work of the Admissions and Records Office classified staff; manages and participates in the registration of students and collection of fees and tuition;
- Develops and implements district admissions and registration objectives, policies and procedures; ensures the consistent enforcement of admissions, registration, records and related policies and procedures; interprets, explains and applies codes and regulations;
- Interviews and recommends selection of job applicants, trains employees, documents performance, provides counseling on work issues, and recommends discipline and improvement plans;
- Supervises and participates in the certification of candidates for degrees and certificates, computation of grade point averages, and verification of required coursework and units; coordinates the preparation of diplomas and certificates;
- Prepares and maintains the annual unit budget;
- Compiles and summarizes admissions, enrollment, and matriculation data for the preparation of local, state and federal reports; supervises data input;
- Prepare student attendance accounting reports and other documents required by local, state or federal agencies or as requested by administrators; issues forms to instructors;
- Maintains student files and records related to scholastic, attendance and other educational documents required by the state;
- Coordinates with and provides information to instructors and other college departments on admissions and records issues, data processing support, and other matters;
- Resolves problems and assists students with matters relating to admissions and records;
- Monitors and evaluates eligibility, residency, unit load and/or years of education for special student populations such as athletes and foreign students; verifies proper completion of required forms and documents;
- Prepares records, correspondence and reports pertaining to admissions and records.
Attends and participates in a variety of meetings and committees;
Responds to requests for information from other colleges, the media, and college guides.

MINIMUM QUALIFICATIONS:

Knowledge of:
Codes, regulations, policies and procedures governing admissions and records.
FTES accounting and statistical analysis of same.
Application and capabilities of computer software used in admissions and records.
Modern office methods, practices, procedures and equipment.
Systems and methods for data and information recordkeeping and filing.
Basic supervisory practices.
Basic budgetary principles and practices.

Skill in:
Supervising, training, instructing, appraising and counseling employees.
Evaluating and implementing procedures, standards and methods for operations of the office.
Preparing effective reports and correspondence.
Oral communications.
Establishing and directing effective systems for data and file maintenance.
Establishing and maintaining effective working relationships with those encountered in the course of the work.
Reading, interpreting, and applying regulations, policies, procedures and forms related to admissions and records.
Exercising sound independent judgement within policy guidelines.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor’s degree in business or public administration and three years of responsible experience related to admissions and records. Previous supervisory experience is desirable.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DIRECTOR, BUSINESS SERVICES

DEFINITION:

Under administrative direction, to plan, organize and supervise the operations and staff of the college’s business office including accounting, budgeting, purchasing, and payroll; to manage and perform responsible professional accounting tasks including maintenance of the general ledger, preparation of financial reports and records, reconciliation of a variety of accounts, and cash flow analysis; to assist in the development and preparation of the college’s budget; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification accountable for the college’s accounting, budgeting, payroll and purchasing functions, and supervising or personally performing a variety of responsible professional accounting work.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, schedules, assigns and supervises the work of classified business office staff in accounting, budgeting, payroll and purchasing;
- Interviews and recommends selection of job applicants, provides for employee training and development, appraises performance, provides informal counseling on work issues, and recommends discipline and improvement plans;
- Assists in the development of the tentative and final budgets, and budget monitoring by preparing and distributing budget documents, implementing budget model changes, preparing, reviewing and verifying draft and final budget documents, and coding and entering items; reviews and analyzes budgets for over expenditures, lack of revenue;
- Prepares estimates of revenues and expenditures, organizes and performs work regarding the fiscal effects of collective bargaining;
- Provides expert technical advice to administrative staff, assists departments and provides training in the ongoing administration of their budgets and use of accounting forms, procedures and software;
- Develops and implements accounting systems, procedures, methods and forms; manages accounting system software;
- Maintains effective internal controls to ensure that transactions are processed in accordance with generally accepted accounting procedures;
- Prepares a variety of complex and routine financial statements and fiscal reports in compliance with accepted accounting practices and all applicable laws, regulations and requirements;
- Maintains and reconciles the general ledger to subsidiary ledgers; prepares and/or
approves adjusting entries; prepares year-end closing entries and procedures, provides documented analysis of financial transactions;

- Monitors and reconciles Financial Aid funds, submits drawdowns, and coordinates with financial aid office and fund trustee;
- Reconciles Capital Projects budget to State allocations and to general ledger, makes appropriate transfers, and sets up receivables at year end;
- Reviews and approves processing of all expenditures, revenue receipts, bank reconciliations, miscellaneous billings, stop payments, collections, and related processing;
- Prepares cash flow projections;
- Prepares and maintains a variety of spreadsheets and databases to assist in tracking, monitoring, managing and reporting financial matters;
- Prepares materials and various financial schedules for and coordinates with independent auditors;
- Oversees and participates in special projects related to fiscal matters;
- Supervises and reviews payroll processing to ensure accuracy and appropriate charging;
- Supervises and reviews purchasing activities to ensure appropriate procedures are followed, and that purchases comply with the budget.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of generally accepted accounting.
Accounting, audit and budget principles as applied to California Community Colleges.
Principles, practices and terminology used in complex financial and statistical recordkeeping.
Basic research and analytical methods.
Systems and methods of budget development, tracking, and monitoring.
Applicable laws, codes, regulations and requirements.
Capability and uses of accounting and other fiscal software.
Basic principles and practices of supervision.
Modern office methods, systems and equipment including computers, common machinery, and filing and recordkeeping systems.

Skill in:
Planning, organizing, and managing the operations of a college business office.
Scheduling, supervising, assigning and reviewing work; training, guiding, appraising and counseling employees.
Preparing clear and accurate financial statements, reports, schedules and records.
Effective oral communications.
Setting up and maintaining a complete set of accurate, complex and interrelated financial records.
Performing accurate and rapid mathematical computations.
Interpreting and applying codes, regulations, policies and procedures.
Evaluating, developing, implementing and maintaining accounting policies, procedures, and
Director, Business Services
Page 3

standards.
Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Bachelor’s Degree with an emphasis in accounting, and three years’ professional experience preparing and maintaining accounting records. Previous supervisory and community college experience is preferred.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Mobility and dexterity to work in a standard office setting and use standard office equipment and computers; vision to read printed material and computer screens; speech and hearing for normal communication in person and by telephone. This work is performed indoors under general office conditions.
DIRECTOR, CALWORKS PROGRAMS

DEFINITION:

Under general direction, to plan, implement and supervise the CalWORKS program (California Work Opportunities and Responsibilities to Kids Program serving TANF (Temporary Assistance for Needy Families) students; to draft and monitor the program budget as approved; to coordinate CalWORKS program elements with other college departments and outside agencies; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position supervisory classification with general accountability for the CalWORKS program and associated services, including recruitment, enrollment, counseling, internships and work experience, community service, child care and retention, with the goal of preparing TANF dependent adult students to move into the work force. Students served include those with substance abuse, mental health, economic and health-related issues. This classification is distinguished from the Director, EOP&S/CalWORKS, which is a higher level with greater authority for a broader group of programs and is a second level manager.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Orient and enroll new CalWORKS students to the program by explaining procedures and assisting in completing forms; conducts periodic orientations for students on new CalWORKS issues;
- Counsels students regarding personal, academic and career issues;
- Serves as case manager and conducts case management meetings to discuss student and program issues;
- Works closely with the County departments of Social Services to coordinate case management, program and procedural issues and requirements, student issues and advocacy for students, and to stay current with ancillary issues related to CalWORKS student needs and requirements; works with other state and local agencies regarding referrals and student services;
- Plans, develops and implements CalWORKS program elements for the college, in accordance with state and county requirements; reads and interprets regulations and formulates appropriate actions to ensure program compliance;
- Drafts the program/unit budget and monitors and maintains it as approved; prepares grants;
- Prepares participant and budget reports for county Social Services department;
- Provides program liaison and participates in a variety of internal and external meetings and committees, such as CalWORKS Consortium, South County Vocational Training,
Adelante Familia, Student Services, and Financial Aid;
- Supervises, directs, assigns and evaluates the work of assigned counselor, job developer, and clerical staff; trains employees in work procedures and standards; interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Monitors and evaluates student progress and continued compliance with requirements;
- Directs and participates in placement of students in on and off campus volunteer and paid employment positions; coordinates with local employers and provides program information;
- Prepares reports, correspondence, records and data, including required reporting for state and local agencies;

MINIMUM QUALIFICATIONS:

Knowledge of:
State, local and other codes, regulations and requirements pertaining to the CalWORKS program.
Principles and practices of program planning, implementation and maintenance.
Social and educational issues pertaining to population served; implications for, and accomodations in training and employment of, various social, psychological and substance abuse problems.
Basic supervisory and budgeting practices, including special budget reporting for grant and external agency compliance.
Planning and implementing effective assistance and intervention strategies for the improvement of employability of the targeted population.
Basic computer use.
Campus and community resources and referral agencies related to the population served.

Skill in:
Reading, interpreting and applying program regulations and requirements.
Interviewing, assessment interpretation, and application of facts to determine appropriate plans for individual students.
Planning, organizing and supervising the work of others.
Preparing and maintaining a variety of reports, correspondence and records.
Effective oral communications.
Establishing and maintaining effective working relationships with those contacted in the course of the work, including outside agencies, and individuals with histories of substance abuse, adjustment and other social and psychological problems.
Preparing and monitoring program budgets.
Working independently and exercising sound judgment and initiative.
Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Master’s degree in social work, psychology or a related field, and two years of responsible experience working with educational, employment, counseling or financial assistance issues for disadvantaged individuals.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DIRECTOR, CHILD DEVELOPMENT CENTER

DEFINITION:

Under administrative direction, to plan, organize and supervise the operations and staff of the college’s Child Development Center; to prepare and manage the Center’s budget; to develop and implement the pre-school curriculum; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification with delegated authority for the Child Development Center, and participates directly in the provision of child development center services.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes and supervises the staff and operations of the child development center;
- Interviews and recommends selection of job applicants, schedules and assigns work to maintain teacher/child/adult ratios, documents performance, evaluates instruction, provides counseling on work issues, and recommends discipline and improvement plans;
- Develops, implements, maintains and distributes child care center policies, procedures, standards and handbooks ensuring compliance with federal, state and local regulations and requirements;
- Prepares the center’s budget, monitors, reviews and approves expenditures; pursues additional funding sources and compliance with funding requirements; prepares applications and monitors grants;
- Researches, prepares, implements and maintains the pre-school curriculum including small and large motor skills, cognitive development, object manipulation, group activities, art, language, cooking, science, dramatic play, reading, music, and etc.;
- Participates in and assists staff with instruction, supervision and monitoring;
- Plans and conducts a variety of individual and group meetings including committee, staff, administrative, and parent meetings, confidential crisis intervention, feedback and advisory sessions, and others; provides community referrals;
- Coordinates and acts as liaison with other campus departments and external entities, including coordination with student teaching program;
- Provides internal training and evaluates and arranges for external training;
- Monitors developmental needs of children and plans appropriate interventions;
- Oversees and/or performs the selection and maintenance of center equipment and supplies;
- Conducts state-required quality review program/facility evaluations;
- Supervises and/or performs the preparation and maintenance of a variety of required and
Director, Child Development Center

Page 2

desirable logs, records, files and reports including observations, anecdotal notes, developmental assessments, parent child files, community resources, reports, and others;
- Monitors and ensures safety of facilities, equipment, and grounds;
- Oversees and ensures maintenance of required standards for food preparation.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles, practices and terminology of early childhood education, and first level methods of instruction.
Principles and practices of early childhood development, psychology, discipline and supervision.
Applicable laws, policies, regulations and rules governing the operation of a child development center licensed by the State of California including adult/child ratios, sanitation, and child protection.
Budgeting systems and practices.
Equipment and toys appropriate for a child development center.
Basic principles and practices of supervision.

Skill in:
Planning, organizing, and managing the operations of a child development center.
Scheduling, supervising, assigning and reviewing work; training, instructing, appraising and counseling employees.
Preparing and maintaining a variety of reports, records and documentation.
Oral communications.
Reading, interpreting and applying complex codes and regulations.
Developing, implementing and maintaining policies, procedures, standards and handbooks.
Preparing and maintaining a multi-source budget.
Developing, implementing and evaluating an age-appropriate pre-school curriculum.
Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Must possess a valid State of California Children’s Center Supervisory Permit. Possess a valid California driver’s license and have a satisfactory driving record. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Bachelor’s degree, from an accredited institution, in child development, early childhood education or a closely related field, and two years of professional experience
in a developmentally-oriented preschool program; previous supervisory experience and bilingual skills are desirable.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Speech to instruct, direct and/or communicate with children, staff and parents; hearing to monitor center activities and for normal communication; vision to read text and computer screens, and monitor and observe operations and behavior; walking, standing, stooping, kneeling and climbing to supervise, interact with, instruct, and lead activities for children; lifting up to 50 pounds to comfort and control children; running to control and retrieve children; manual dexterity to demonstrate object manipulation and lead other instruction involving hand skills; work in exposure to bodily fluids and bacterial contamination. This work is performed indoors and outdoors primarily in the child development center.
DIRECTOR, FACILITIES SERVICES

DEFINITION:

Under administrative direction, to plan, organize and supervise the repair, maintenance and improvement of the college’s buildings, facilities, physical plant, and grounds; to prepare and manage the facilities services budget; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification with general accountability for the college’s maintenance program. This classification also participates in the work of the unit on an as-needed basis.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Supervises and coordinates the custodial, maintenance, repair, renovation and construction operations of the college physical plant and grounds;
- Supervises, directs, assigns and evaluates the daily work of assigned staff; trains employees in work procedures, standards and safety practices; interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Determines cost estimates and develops specifications for construction, repair, maintenance and/or renovation to college buildings and grounds; plans and lays out larger jobs and estimates materials, tools and time required;
- Supervises and inspects in-house and contracted work; provides in-progress and completion review, and directs corrections; ensure compliance with applicable codes and regulations;
- Identifies and prioritizes deferred maintenance projects and develops deferred maintenance documents for the Chancellor’s Office, California Community Colleges;
- Develops, monitors and controls the physical plant, custodial, and deferred maintenance budgets; reviews and approves invoices;
- Performs long and short range planning, and assists with the development of capital projects plans, the facilities master plan, the Five Year Construction Plans and related documents;
- Prepares required reports and tests, and ensures compliance with applicable codes and regulations for local, state and federal agencies regarding facilities usage and related projects as required (e.g. hazardous substances control and handling, water quality reports, space inventory, and the annual emissions report);
- Evaluates materials, products and services and recommends and carries out acquisition;
Director, Facilities Services
Page 2

- Coordinates with and responds to college staff regarding maintenance requests and needs;
- Supervises or performs programming for HVAC, lighting and related automated systems including use of computer controls;
- Performs maintenance and related tasks as necessary or required.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of building maintenance, groundskeeping and warehousing including plumbing, electrical, carpentry, HVAC, interior partitioning and finishing, landscape planning, irrigation, fertilization and pest control, and tree trimming.
Methods, materials, tools and equipment used in building maintenance, and groundskeeping.
Principles and practices of supervision including work planning, direction and personnel practices.
Applicable laws, codes, regulations and standards governing building construction and maintenance, and groundskeeping.
Safety and safe working practices for building maintenance, and groundskeeping work.

Skill in:
Planning, organizing, scheduling, assigning and reviewing the work of others.
Selecting, training, instructing, appraising, counseling and motivating assigned staff.
Maintaining records and preparing reports and correspondence including required regulatory reports and records.
Effective oral communications.
Evaluating and developing procedures, standards and methods for building maintenance and improvement, and groundskeeping.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Preparing and managing the division budget including construction contract administration.
Reading, interpreting and assisting in the preparation of plans, specifications and other bid documents for construction projects.
Exercising sound independent judgement within general policy guidelines.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record; subject to call-in during off hours and weekends as required. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:
A bachelor’s degree in a related field such as engineering, construction management, or horticulture; and three years of responsible experience in facilities management including at least two years in a supervisory capacity.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Lifting and carrying heavy materials, furniture, equipment and tools; climbing, crawling, and stooping to reach work; manual strength and dexterity to operate tools and equipment, and pull, push or manipulate heavy objects against resistance; work outdoors in temperature extremes and inclement weather; work aerially, underground, and in exposure to bacterial contamination and hazardous chemicals and fumes; vision to computer screens, written materials, blueprints and diagrams; speech and hearing for in person and telephone communications; sense of smell to detect abnormal conditions such as smoke and odors associated with malfunctions and leaks. This work is performed in outdoor, shop and office settings.
DIRECTOR, FINANCIAL AID

DEFINITION:

Under direction, to plan, organize and supervise the daily operations of the financial aid office, including scholarship and veteran's programs; to conduct outreach and training regarding financial aid; to prepare and maintain the unit budget; to prepare and maintain a variety of reports and records; to participate in the determination and awarding of financial aid; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is single position supervisory job with delegated authority for daily operations of the financial aid office including veteran's and scholarship programs. This job is distinguished from Financial Aid Technician which is a support class performing more limited duties under the supervision of this position.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

• Plans, organizes and supervises the daily operations of the college's financial aid office;
• Establishes and implements college financial aid policies and procedures in accordance with federal, state and other guidelines and regulations; monitors changes in regulations and updates policies and procedures to ensure compliance;
• Prepares and maintains the financial aid office budget, keeps records, and prepares monthly and other recaps, reports and summaries;
• Plans, organizes and supervises the work of financial aid office staff; interviews and recommends selection of job applicants, trains employees, documents performance, provides counseling on work issues, and recommends discipline and improvement plans;
• Prepares and maintains a variety of federal, state, student and other reports, records and correspondence;
• Evaluates student, family and veterans information to determine financial aid eligibility and award financial aid, grants, scholarships, loans and fee waivers; approves emergency fund awards; prepares check runs and disburses checks;
• Operates and maintains financial aid computer programs;
• Works with auditors to document program compliance, furnish required information, and implement corrections;
• Advises and counsels families, students and others on financial aid issues; develops financial aid consumer information, conducts loan workshops, makes school and community presentations; disseminates scholarship information and provides training on financial aid to, and coordination with, other campus departments and programs;
• Solicits funds and prepares grant applications related to scholarships and financial aid;
• Monitors and stays abreast of developments in financial aid, and changes in regulations.
MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of student financial aid administration including grants, loans, scholarships, waivers, and emergency funds.
Guidelines and regulations governing the eligibility, award, monitoring and reporting of student financial aid, including special veterans provisions.
Basic accounting principles and practices.
Computer systems and financial aid software.
Systems and methods of budget preparation and maintenance.
Basic supervisory practices.

Skill in:
Interpreting and applying federal, state and other regulations and guidelines pertaining to student financial aid, scholarships, and veterans payments.
Establishing and maintaining policies and procedures for student financial aid.
Analyzing student and family financial status and awarding student financial aid.
Preparing reports, correspondence and other written materials and making presentations pertaining to financial aid.
Establishing systems for and preparing and maintaining reports and records.
Establishing and maintaining effective working relationships with persons of diverse socio-economic backgrounds, including under tense circumstances.
Operating and maintaining financial aid computer software.
Supervising employees including training, assigning and evaluating work, counseling, and documentation.

Other Requirements:

Must possess a valid California driver’s license and have a satisfactory driving record; may be required to attend meetings and make presentations outside of scheduled work hours. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A Bachelor’s degree in finance, accounting or a closely related field, and three years of experience in determining eligibility and awarding financial aid. Community college experience is preferred.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DIRECTOR, HUMAN RESOURCES

DEFINITION:

Under administrative direction, to manage the college’s human resource functions including recruitment and selection, classification and pay, benefits administration, orientations, employee relations, HRIS, and delegated elements of affirmative action; to provide expert professional assistance to college administrative staff in areas of responsibility; to prepare and manage the human resources department budget; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification with general accountability for the college’s human resource functions.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes and manages the college’s human resource management activities including recruitment, selection, classification and pay, employee relations, benefit administration, orientations, affirmative action, and related functions;
- Supervises, directs, assigns and evaluates the work of assigned staff; trains employees in work procedures and standards; interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Develops and recommends personnel procedures; monitors and evaluates regulations, requirements and new developments and develops appropriate responses;
- Plans, coordinates and carries out recruitment for administrative, managerial, faculty and classified positions; prepares job announcements and coordinates advertising, supervises and participates in screening, coordinates selection committee and interviews, and notifies applicants;
- Carries out day-to-day affirmative action responsibilities under direction of the affirmative action (AA) officer, prepares procedures, implements the affirmative action plan, and provides advice and assistance to the AA committee;
- Interprets and applies provisions of bargaining unit contracts and MOU’s, prepares data and provides assistance for negotiations;
- Coordinates the college’s benefit programs including enrollment, updating records, leave balance tracking, and resolving problems with carriers and providers;
- Conducts preliminary work for job analysis and the preparation of class specifications, refers classification studies to the VP, and oversees reclassification appeals process;
- Coordinates and provides assistance in annual performance review processes;
Director, Human Resources
Page 2

- Operates and maintains human resource data and information systems including position control, applicant tracking, and related;
- Maintains salary schedules by employee category, researches and recommends placement for new hires, conducts and responds to salary surveys;
- Prepares and manages the human resource office budget; provides salary projections and data for use by managers in preparing their budgets;
- Supervises new employee processing including fingerprints, backgrounding, TB testing, and related matters;
- Conducts special studies and prepares and maintains a variety of reports, correspondence and records including required affirmative action reporting;
- Attends and participates in a variety of meetings, committees and other groups;

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of human resource administration, including affirmative action, recruitment and employment, classification and compensation, benefits administration, employee relations, and legal compliance issues.
Laws, codes, regulations and requirements affecting human resource programs and operations in a community college setting.
Principles and techniques of conducting effective investigations.
Principles of supervision.
Practices and techniques of microcomputer use.
General office and recordkeeping procedures and equipment.

Skill in:
Interpreting and applying principles, policies, laws, regulations, requirements, contracts and MOU’s.
Planning, organizing, and directing a comprehensive human resource program.
Selecting, training, motivating and evaluating assigned staff.
Analyzing complex problems, evaluating alternatives and making sound recommendations.
Preparing, verifying, analyzing, and reconciling complex human resource related records, reports, and recommendations.
Exercising sound independent judgment within general policy guidelines.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Representing assigned area effectively in meetings with others.
Preparing clear, concise, and competent reports, correspondence and other written materials.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record. As an exempt
employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor’s degree in human resources, industrial psychology, business or public administration, or a closely related field, and three years of increasingly responsible professional level experience in human resources. A Master’s degree in a related field and previous experience in an educational setting are desirable.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision sufficient to read handwritten, and printed documents and computer screens; speech and hearing sufficient to communicate in person and by phone; manual dexterity sufficient to use a variety of office equipment and tools, computer keyboards, and to manipulate papers; mobility sufficient to move throughout the work site. This work is performed in a variety of settings, primarily offices.
DIRECTOR, INFORMATION SYSTEMS

DEFINITION:

Under administrative direction, to supervise the day-to-day operations of the College’s information systems technology; to lead and direct system development and improvements; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position supervisory position responsible for day-to-day operations and technical and user support for all campus computing sites, networking, telephones, voice mail, email, general use software, and networked student computer labs. This currently includes the HP3000 mini, three HP 9000 servers, ten miscellaneous servers for instructional use, approximately 200 administrative and 500 instructional desktop computers, and associated LANs and networks. This classification is distinguished from the Dean of Instructional and Information Technology, which is a higher level management class with overall authority for all IT matters, and which functions as the college’s Chief Information Technology Officer.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Supervises daily operations of hardware, networks, operating systems and applications for administrative and instructional information technology applications;
- Provides input to the IT budget and oversees and monitors contracts for services;
- Responds to inquiries and provides user assistance with pc software, specialized college applications, telephone, voice mail, email and web site content;
- Plans, supervises, reviews and evaluates the activities of the information services staff including the (contracted) Network Administrator, programmers, webmaster, technical support and others; provides supervision, conducts performance appraisals, participates in interviews and recommends selection;
- On assigned projects confers with College management regarding information services development and serves as the project lead;
- Participates in the technology committee and other campus committees;
- Receives and prioritizes requests for technical problems and user assistance;
- Directs daily network and computer operations, verifies operational status and security, troubleshoots and takes corrective actions;
- Ensures compliance with Chancellor’s office state reporting requirements by data collection, verification, formatting and transmittal of required data files;
- Assists in the acquisition and installation of information technology hardware and software;
- Creates procedures, queries data bases, and runs special reports as requested; creates
Director, Information Systems
Page 2

procedures and setup requirements for special print runs;
• Conducts or directs analytical, systems development or related studies;
• Develops and/or reviews reports of findings, alternatives and recommendations;
• Prepares and maintains a variety of reports and records regarding operations activities;
• Participates in technical work of the department such as network management, programming, MIS operations, and assisting users;
• Meets with representatives of manufacturers, vendors, professional and business organizations.

MINIMUM QUALIFICATIONS:

Knowledge of:

General operating methods, principles and practices of information technology, network, and telecommunications management, configuration and maintenance.
Information systems management including design, development, installation and operations.
Methods, practices and terminology of information systems.
HP proprietary operating systems, common desktop applications, specialized applications used by the college, programming languages and standards, and data base systems, architecture and security.

Skill in:

Planning, supervising, reviewing and evaluating desktop and user support, server and network operations, and other daily operations.
Selecting, coordinating, motivating and evaluating technical staff.
Developing and implementing procedures, work standards and internal controls.
Analyzing and prioritizing complex information technology problems, evaluating alternatives, and making effective recommendations.
Exercising sound independent judgement within policy guidelines.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Representing assigned area effectively in meetings with others.
Participating in the work of the unit including programming, user assistance, network management and related.
Preparing clear and concise reports, correspondence and other written materials.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record; work outside of regular work hours during conversion cycles and to respond to information technology problems.
DIRECTOR, INSTITUTIONAL RESEARCH

DEFINITION:

Under administrative direction, to design, conduct, analyze, evaluate and report a wide variety of institutional research, surveys, data, and related studies; to design and maintain data warehousing and archiving systems for relevant materials and information; to provide expert assistance to others in the design, analysis and reporting of data and research; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a professional level analytical research classification serving all campus divisions, and directing the college’s institutional research program.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Extracts, collects, analyzes and reports information and data related to instructional, student services and administrative services;
- Designs models and performs statistical and other quantitative analyses of data;
- Identifies data and information needs, maintains historical information, designs, extracts from, and maintains data warehousing systems and indexed archives of information and reports suitable for answering typical current questions and anticipating future ones;
- Assists in the design, conduct and analysis of campus, community and other surveys;
- Drafts position papers or reports to present findings, conclusions and recommendations to internal and external audiences;
- Provides expert consultation and assistance to others on designing, collecting, analyzing, reporting, warehousing, and extracting data and research studies;
- Using established research priority guidelines, evaluates research requests originating inside or outside the institution; works with requesters to clarify their needs and optimize the utility of research results for them and the College District;
- Maintains an institutional research calendar and ensures that cyclical project timelines are met;
- Conducts/prepares special projects, studies, reports and analyses as requested;
- Maintains current knowledge of District and external data resources, research and statistical tools and techniques, and trends in research, education, regulation, business, community and student characteristics as appropriate to the District;
- Coordinates with others and participates in a variety of internal and external committees, ad hoc project teams, and related groups.
MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of research, surveys and analysis in social science, and business and student services.
Principles and practices of statistics and quantitative analysis for the collection and analysis of data.
Data management principles and practices including data warehousing, integrated data base design, extraction and reporting.
Software used in statistical analysis and data management.

Skill in:
Designing, conducting and analyzing research.
Selection and application of appropriate statistics and quantitative methods.
Designing, maintaining, and extracting and reporting from databases and data warehouses.
Preparing clear and effective research reports, position papers, and other written materials.
Oral communications including presentations.
Assisting others in designing and conducting research, data gathering and reporting, and applying statistical methods.
Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:
In accordance with Title V, must possess a master’s degree and one year of formal training, internship, or leadership experience reasonably related to the assignment. Must possess a valid California driver’s license and have a satisfactory driving record; as an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A master’s degree in a relevant field and one year of applicable experience which has included research and data management responsibilities.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed primarily in an office setting.
DIRECTOR, MESA

DEFINITION:

Under general direction, to plan, develop, implement and manage the MESA (mathematics, engineering and science achievement) program; to prepare and administer the MESA budget; to coordinate the MESA program with other college departments and external agencies; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position classification with accountability for managing the MESA program. This classification is distinguished from the Associate Dean level of classification which has greater authority for a broader scope of responsibility, and is a second level manager.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, organizes, develops and implements the MESA program;
- Evaluates student needs, external requirements and regulations, and current trends to develops program modifications and improvements;
- Manages, directs, assigns and evaluates the daily work of a counselor and classified staff; trains employees in work procedures, standards and safety practices; interviews and recommends selection of job applicants, appraises employee performance, conducts counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Prepares and manages the MESA budget; monitors and approves expenditures; prepares grant and program fund applications and ensures compliance with requirements; may prepare and manage contracts for services within the program area;
- Prepares and/or manages the preparation of reports, correspondence, records and data, including required reporting related to the MESA program;
- Directs and participates in the provision of services to MESA students including academic and educational workshops, speakers, academic advising, scholarships and fellowships, campus visits, planned activities, retention strategies, and related;
- Conducts outreach and recruitment efforts for MESA;
- Provides liaison and coordination with faculty and other campus departments to identify needs, coordinate services to students, and improve program utilization;
- Coordinates program elements and services with regulatory and other external agencies;
- Attends, participates in and/or leads a variety of internal and external meetings and committees.
MINIMUM QUALIFICATIONS:

Knowledge of:
Supervisory principles and practices including work planning, training, direction and evaluation.
State, community college and other regulations pertaining to the MESA program and services.
Principles and practices of program budgeting and monitoring.
Methods and techniques for grant proposal writing.
Basic computer use.
English composition, grammar, spelling and punctuation.
Campus and community resources and referral agencies related to MESA students.

Skill in:
Planning, developing, implementing and managing a comprehensive program of services and
programs for mathematics, engineering and science achievement.
Planning, organizing, managing and evaluating the work of others.
Reading, interpreting and applying regulations, policies, and procedures related to the program.
Planning and tracking program budgets.
Representing the program at a variety of internal and external committees and meetings.
Establishing and maintaining a variety of records, data and required reports.
Preparing effective written reports and correspondence.
Planning and coordinating special events related to the MESA program.
Establishing and maintaining effective working relationships with those contacted in the course
of the work; including work with diverse ethnic and cultural backgrounds.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record. As an exempt
employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge
and skill is a combination of education and experience equivalent to:

A bachelor’s degree in a relevant field and two years of experience related to provision
of student services to enhance student achievement e.g. mathematics, engineering and
science achievement.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in
person and by telephone; mobility and dexterity to work in a standard office setting and use
standard office equipment and computers. This work is performed primarily in an office setting.
DIRECTOR, PUBLIC INFORMATION

DEFINITION:

Under administrative direction, to plan, organize, direct and personally perform the marketing activities of the college including public information, media relations, and desktop publishing; to coordinate and oversee graphic design and publication of materials; to prepare and manage the budget for the unit; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management class reporting directly to the College President, with overall accountability for the college's public information (including oversight of the production of printed materials such as the catalog and schedule) and marketing activities. This position does not have direct supervisory responsibilities but coordinates the work of contractors and others in the development and dissemination of information and materials.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Develops and implements goals, policies, procedures and production schedules and standards for the public information function;
- Develops and implements marketing plans;
- Writes, co-writes, arranges for production and disseminates a wide variety of written materials including, but not limited to, catalogs, schedules, newsletters, brochures, calendars, press releases and similar materials;
- Assesses demographics with others and adapts marketing to ensure effective communication with targeted populations;
- Interviews campus personnel, students and others to obtain information;
- Attends a variety of campus functions and events, including meetings of the Board of Trustees;
- Acts as the college media relations offices and maintains liaison with print and broadcast media;
- Oversees the work of contract photographers, graphic artists, printers and others as required;
- Confers with staff to fulfill requests for public information services; works collaboratively with college departments and services to identify needs and designs for promotional materials;
- Takes and screens photos, paste-up and proof copy prior to productions and oversees the production and dissemination of such materials;
- Prepares and manages the unit budget;
- Serves as the College Community Relations Representative, including work with
Director, Public Information
Page 2

governmental agencies, professional and educational organizations, employee organizations and the public;
• Prepares and maintains a variety of correspondence, reports and records related to the work of the unit.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of marketing, public information and public relations as applied in an educational setting.
Principles and practices of media relations.
Assessment of demographic trends and adaptation of public information and marketing information and strategies to ensure successful, culturally appropriate outreach.
Basic methods, procedures and capabilities of photography, desktop publishing, printing and duplicating.
Basic budgeting.

Skill in:
Planning, organizing and implementing a broad based public information program.
Representing the college effectively in meetings with others, including developing and maintaining effective media relations.
Developing effective marketing and public information materials, reports and correspondence.
Establishing and maintaining effective working relationships with those contacted in the course of the work, including community relations and cultural sensitivity in work with targeted populations.
Working independently, exercising sound independent judgement, setting priorities, and meeting critical deadlines.
Operating computers including word processing and desktop publishing.

Other Requirements:

Possess a valid California driver’s license and have a satisfactory driving record; attend campus activities and media functions outside of normal working hours. As an exempt employee, the incumbent may be asked to work variable schedules.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor’s degree in journalism, public information, marketing or a closely related field, and three years of experience in public information or media relations. Previous experience in an educational setting, and with diverse ethnic and cultural backgrounds, is desirable.
PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision sufficient to read handwritten, and printed documents and computer screens; speech and hearing sufficient to communicate in person and by phone; manual dexterity sufficient to use a variety of office equipment and tools, computer keyboards, and to manipulate papers; mobility sufficient to move throughout the work site. This work is performed in a variety of settings primarily offices.
DIRECTOR, SECURITY AND SUPPORT SERVICES

DEFINITION:

Under administrative direction, to plan, organize and supervise the college’s security, parking enforcement, reprographics, warehouse, facility use by external entities, mailroom, and switchboard/reception functions; to prepare and manage the budget for these areas; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position management classification with general accountability for the above described functions. This classification also participates in the work of the unit on a regular basis.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Supervises and coordinates the provision of campus security, parking enforcement, reprographics, college warehouse, facility use scheduling for external entities, mailroom, and switchboard/reception functions;
- Supervises, schedules, directs, assigns and evaluates the daily work of assigned staff; trains employees in work procedures, standards and safety practices; interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends performance recognition and disciplinary action;
- Develops and implements objectives, procedures and works standards for security and other assigned program areas; evaluates regulations and requirements and ensures campus security and other assigned program areas operate in accordance with same;
- Monitors security patrol activities, supervises response to emergencies including after hours, determines when intervention is safe and appropriate, and personally patrols the campus by vehicle and on foot to ensure security of students, the public, staff and facilities;
- Coordinates with outside agencies and companies including police and fire, sheriff, DMV, alarm services, and others regarding campus security, enforcement of laws, emergency response, special event coverage, and related matters;
- Prepares and publishes "right-to-know" crime statistics in accordance with regulations;
- Develops, monitors and controls the security, parking enforcement, reprographics, switchboard/reception, warehouse and facility use budgets; reviews and approves invoices;
- Evaluates materials, products and services for and recommends and carries out acquisition;
Serves as parking administrator to review all written appeals of tickets, render decisions, coordinate with processing agencies; coordinates parking permit process; repairs, reprograms, and collects revenue from parking permit machines;
Coordinates with other campus staff and departments, attends and participates in a variety of committees and other internal and external meetings, and responds to complaints;
Prepares and maintains a variety of reports and records pertaining to security, accidents, parking and other areas including incident reports.

MINIMUM QUALIFICATIONS:

Knowledge of:
Principles and practices of security patrol including powers and authorities, and rules of arrest, evidence and questioning under penal code section 832.2.
Methods and tools used in basic repair and operation of parking permit machines.
Principles and practices of supervision including work planning, direction and personnel practices.
Applicable laws, codes, regulations and standards governing campus security and parking enforcement.
Principles and practices of budget development and administration.
Modern office methods and practices including operation and operator maintenance of duplicating and other office machines, filing, recordkeeping, and computer use.
Safety and safe working practices for campus security, parking enforcement, reprographics, and switchboard/reception.

Skill in:
Planning, organizing, scheduling, assigning and reviewing the work of others.
Selecting, training, instructing, appraising, counseling and motivating assigned staff.
Maintaining records and preparing reports and correspondence including required "right to know" reports and records; oral communications.
Evaluating and developing procedures, standards and methods for campus security, parking enforcement, reprographics and switchboard/reception.
Preparing and managing the division budget including construction contract administration.
Exercising sound independent judgement within legal and general policy guidelines.
Assessing difficult situations and developing, implementing and directing appropriate response strategies, including dealing with hostile and/or potentially violent individuals.
Interpreting and applying applicable codes, regulations and policies.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Performing basic repairs and maintenance of parking fee collection devices.

Other Requirements:
Completion of training and possession of certification from POST in PC 832.2; possess a valid California driver’s license and have a satisfactory driving record; maintain current Red Cross certification of training in CPR and First Aid; work weekend, holiday and off-hour shifts; take calls and direct response by phone during off hours; be subject to call-in outside of normal working hours.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of two years of college coursework in law enforcement, criminal justice, police science or a closely related field, and three years of experience in law enforcement or campus security. Previous lead or supervisory experience, and completion of POST Basic training are desirable.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Strength, mobility and agility to patrol college grounds on foot, climb stairs, and walk uneven terrain, and to lift or maneuver people requiring emergency assistance; ability to perform the full range of reaching, bending, grasping and climbing movements; manual dexterity to operate radios, computer keyboards, other office equipment, and repair parking permit dispensers; vision (including color vision) sufficient to observe and describe suspects and activities in reduced lighting, and read printed materials and computer screens; speech and hearing sufficient for normal communication including by radio; sense of smell to detect abnormal conditions such as smoke and odors associated with leaks. This work is performed indoors and outdoors throughout the campus.
INSTRUCTIONAL SITE COORDINATOR

DEFINITION:

Under general direction, to coordinate facility operations for a satellite operation of the college; to register students and provide support for instructors and students at the site; to adapt and distribute promotional materials to market the site's course offerings, including liaison with community groups; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification has primary accountability for operations of an assigned satellite facility of the college, providing direct support for students and instructors, coordination with site landlords, maintenance and security, coordination of site operations with the main campus departments, and providing community outreach regarding the satellite. This classification may include supervision of temporary, part-time or student employees.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Registers students for courses and processes add/drop forms;
- Inputs, corrects and updates required student registration, data and information to computer systems;
- Receives student fees, collects past due fees and fines to clear holds; waives student ID card and campus center use fees as appropriate; sells books, scantron forms, bluebooks parking permits, and related items and accepts payments; posts, totals and deposits received fees and prepares reports or records for accounting, bookstore and other campus departments;
- Provides information and assistance to students and instructors in the preparation and filing of registration, add, drop, financial aid and related forms, and course eligibility; explains policies, procedures and options; provides financial aid pre-qualification;
- Monitors status of facilities and equipment, contacting appropriate college departments or vendors for resolution; stocks and checks operational conditions of computer labs and office equipment, refilling paper, adding toner and changing cartridges; personally handles minor problems such as rebooting computers, or performing janitorial work in the absence of custodians;
- Provides direct assistance to instructors such as site orientation, coordinating computer lab usage, proctoring exams, setting up and running videos when they are absent, printing student rosters, resolving student conflicts, providing audio-visual equipment, setting up classrooms, and related;
- Provides in-person and telephone reception for the site;
- Provides various liaison with campus departments, such as coordinating appointments for
testing, counseling and related student services; securing approval for pre-requisite waivers or substitutions;

• Maintains liaison with local agencies including speaking to community groups regarding satellite facility offerings; prepares direct mailings; attends trade shows and festivals to represent the program;
• Opens and closes buildings for weekday and weekend use; arms and disarms alarm system;
• Attends and participates in a variety of internal and external meetings and committees;
• Prepares a draft site operations budget for supervisor’s use;
• Prepares and maintains a variety of files and records such as student files, expenses, budget tracking, instructor attendance, copier use, outside use of facilities, etc.
• Maintains site stock of office supplies and college forms; picks up and delivers mail, supplies, forms, materials and books between main campus and site; maintains bulletin boards and coordinates displays;
• Operates computer terminals and standard office equipment such as printers, copiers, calculators and typewriters;
• Coordinates rental of facilities by other entities;
• May supervise temporary or student employees.

MINIMUM QUALIFICATIONS:

Knowledge of:
Modern office practices and procedures including establishing and maintaining filing systems. Recordkeeping systems and methods.
Basic marketing and promotional techniques.
Functions, authorities and responsibilities of the various college departments, and practices and procedures of registration.
Basic computer operations and data entry techniques, including word processing.
English grammar, spelling and punctuation.

Skill in:
Establishing and maintaining effective working relationships with those encountered in the course of the work, including methods of outreach to specific population groups.
Understanding and explaining policies, procedures and forms related to registration and class enrollment.
Operating and performing basic operator maintenance of standard office machines and equipment including computers.
Establishing and maintaining filing and recordkeeping systems.
Exercising sound independent judgement within procedural guidelines.
Communicating effectively orally and in writing.

Other Requirements:
Possess a valid California driver’s license and have a satisfactory driving record; may be required to work evening or weekend hours, including split or odd shifts, and schedule vacation around facility operation requirements; specified positions may require bilingual skills.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A two year college degree in business administration, marketing or related field, and two years of progressively responsible experience which has included outreach to targeted populations and/or extensive registration experience.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; mobility and dexterity to work in a standard office setting and use standard office equipment and computers. This work is performed in an office setting but includes travel between facility locations.