



## OPERATIONS MANAGER

<b>Reports to:</b>	Various		
<b>Dept:</b>	Various	<b>Range:</b>	36
<b>FLSA:</b>	Exempt	<b>EEO:</b>	Executive/Administrative/ Managerial

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under direction, supervise and coordinate daily operations of an assigned area; participate in the development, interpretation and administration of relevant policies, procedures, issues and activities; collaborate with faculty, staff, students, and stakeholders to provide services in assigned area of responsibility for the MiraCosta College community at all district sites; and perform related duties as assigned.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

#### **Supervisory Responsibilities**

1. Recruits, interviews, recommend hires, and trains staff.
2. Oversees scheduling, assignments, and the daily workflow of the department.
3. Provides constructive and timely performance evaluations and coaching.

#### **Duties/Responsibilities**

4. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
5. Develop, interpret, evaluate and implement operational policies in consultation with the assigned administrator, first-line supervisors, assigned staff, and faculty; monitor and evaluate operations in all sites and service modalities; ensure the uniform application of relevant policies and procedures at all district sites.

6. Facilitate communications between assigned staff, students, and internal and external stakeholders; serve as liaison to develop and maintain efficient, effective, and consistent operations in assigned area of responsibility at all district sites.
7. Contribute to the development of and monitor performance against the annual department budget; create and track personnel requisitions, purchase orders, and expense related-forms; monitor contract services, equipment, furniture and supply expenditures and maintenance in collaboration with assigned administrator; ensure correct account coding for all budget expenditures; establish and monitor fiscal year contract purchase orders, technology systems, and equipment maintenance.
8. Maintain, troubleshoot and upgrade information technology, software, hardware, and audio-visual equipment in assigned department, including public spaces, kiosks, and research labs; create, monitor and maintain a variety of daily administrative reports to back up operational data; collaborate with appropriate Information Technology Services (ITS) staff regarding issues; coordinate software upgrades and training with vendor representatives and district support staff.
9. Create, monitor and maintain a variety of statistical reports on a monthly and annual basis; coordinate faculty requests for data; practice continuous improvement through informed use of data.

**As Assigned to Library Operations**

10. Coordinate with librarians to monitor and evaluate acquisition, circulation and cataloging procedures and technologies to achieve and maintain efficient operations within established academic library policies; maintain and revise library procedures manual in collaboration with other library staff; ensure compliance with U.S. copyright law guidelines for libraries and the Americans with Disabilities Act.
11. Coordinate with appropriate staff to schedule and maintain user database downloads for students, staff, and faculty; track and monitor downloads daily.
12. Develop procedures and protocols to offer a variety of library services to NCHEA reciprocal borrowers, Friends of the Library, FLS students, ELCSI students and community patrons.

**OTHER DUTIES:**

1. Resolve building, equipment, personnel emergencies, safety or patron issues; create and track requests using software; develop strategic planning proposals for the department and district.
2. Perform related duties as assigned.

**KNOWLEDGE SKILLS AND ABILITIES:**

- Extensive knowledge of current policies, procedures and regulations related to assigned program.
- Strong understanding of the general needs of population of students supported and the philosophy and objectives of program.
- Ability to design, develop, and implement effective student academic support services and program.
- Organize, set priorities and exercise expert independent judgment within areas of responsibility.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Proficient in a variety of office equipment including a computer and appropriate software.
- Principles and practices of public administration, including budgeting, purchasing and maintaining public records.
- Ability to act with integrity, professionalism, and confidentiality.
- Interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.
- Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
- Interpersonal skills using tact, patience and courtesy to resolve conflicts and solve problems in a professional manner.
- Applicable federal, state and local laws, rules and regulations, including, but not limited to, academic copyright compliance and Americans with Disabilities Act.
- Research methods and analysis techniques.
- District human resources policies, labor contract provisions, safety policies and safe work practices applicable to the work.  
Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree, and at least four years of directly related work experience, at least one of which was in a supervisory or lead capacity; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Assigned classified staff, student and temporary workers, volunteers, and other assigned personnel.

**CONTACTS:**

Faculty, students, staff, administrators, community patrons, general public, vendors and staff in other departments.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily an indoor learning assistance program environment; occasional to frequent contact with and interruptions by individuals in person, by phone or email; intermittent exposure to individuals who act in a disagreeable fashion; work assignment may include evening and weekend hours on an as-needed basis. Occasional local travel may be requested.