



OPERATIONS SUPERVISOR

Reports to:	Various		
Dept:	Various	Range:	27
FLSA:	Exempt	EEO:	Professional/Non faculty

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 general supervision, coordinate the day-to-day operations of assigned department and programs; provide supervision, work direction, and guidance to assigned staff; monitor program budget and expenditures; oversee and serve as a liaison for assigned department; 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.

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. Oversee program budget; make purchases and other expenditures in accordance with district procedures; monitor performance against the annual budget; prepare and maintain a variety of records and reports.
6. Provide day-to-day leadership to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives, and service standards; enforce the maintenance of safe working conditions and ensure work practices

are followed by staff in accordance with district human resources policies and labor contract agreements.

7. Monitor department staffing needs and work with department managers to ensure coverage; maintain regular reports on appointment usage and attendance; develop and coordinate program scheduling system.
8. Act as liaison with other district/campus programs and community organizations; coordinate program activities and services to serve all campus locations.
9. Interpret and analyze data to assess program effectiveness; make recommendations for program improvement; evaluate data to advance department and related programming; lead and participate in implementation of software system changes and updates; develop and deploy learning outcomes.
10. Apply, interpret, explain and enforce federal, state, and institutional requirements, policies, procedures, related information and requirements to students and the public; work in collaboration with others to resolve issues.
11. Provide reports for staff, faculty, and others; provide data and reports to the research office; provide explanatory information where needed; maintain confidentiality of applicable records.
12. Address complaints, concerns or issues, conferring with others inside and outside the department to determine appropriate actions and/or resolutions.

As Assigned to Learning Centers:

13. Coordinate district representation at regional, state, and national learning assistance events; chaperone travel.

OTHER DUTIES:

1. Represent assigned department on various committees and at relevant meetings.
2. Create a communication plan to promote the services of the program.
3. Engage in ongoing professional development towards high-impact and equity-minded learning and practices.
4. Collaborate with a variety of departments to deliver optimal services to students, staff and faculty and to streamline policies, processes, and systems.
5. Perform related duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

- Ability to plan, supervise, assign, review and evaluate the work of support staff in assigned department.
- Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
- Knowledge of district practices and procedures for budgeting, purchasing and maintaining public records.
- Understand, interpret, explain and apply applicable sections of the state education code, federal regulations, and other applicable laws [including OSHA rules and regulations as appropriate].
- Operate standard business software and district computer applications used in relevant work.
- Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
- Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Safety policies and safe work practices applicable to the work.
- District human resources policies and labor contract provisions.

As Assigned to Learning Centers:

- In-depth knowledge of learning assistance techniques and trends.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field , and at least two years of progressively responsible experience related to program operations; or an equivalent combination of training and experience. Experience in a public agency is preferred.

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.

CONTACTS:

Coworkers, other department personnel, faculty, staff, students, staff at other colleges, community members and vendors.

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 work at a computer, including repetitive use of a computer keyboard, mouse and other control devices; ability to travel to 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 office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.