

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SUPERVISOR, GLENN CENTER OPERATIONS

U224.100

BASIC FUNCTION: Under the direction of an assigned administrator, the Supervisor, Glenn Center Operations will provide day-to-day oversight of on-site operations related to the Glenn Center. The Supervisor will assign, review, and coordinate the Center's operational workflows. The incumbent will assist the assigned administrator in developing and executing the annual (operational) business plan to ensure work quality and adherence to established Glenn Center policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.)*

- *1. Supervise and manage the daily operations and assigned staff of the Glenn Center.
- *2. Coordinate administrative responsibilities including but not limited to: initiate and process Glenn Center work orders, purchase orders, facility service level agreements (SLAs) and leases.
- *3. Monitor, update, and maintain computer databases and office filing systems.
- *4. Ensure effective and efficient operations by developing organizational, operational, and comprehensive plans and operating procedures. Identify opportunities for optimizing staff and resources; recommend and implement changes to enhance operational efficiencies.
- *5. Assist the assigned administrator with development of the department annual budget; monitor and review assigned budget(s) and verify budget expenditures along with other supplemental allocations.
- *6. Direct, supervise, assign, and review, Glenn Center's operational workflow to support staff and optimize the Center's service delivery standards.
- *7. Perform a variety of supervisory responsibilities including but not limited to reviewing and assigning work to staff, developing and maintaining department and employee performance objectives. Train, coach, and mentor assigned staff, provide professional development opportunities, review, approve, and submit employee time and leave requests, provide input into employee evaluations, recommend employee performance improvement plans or discipline up to termination.
- *8. Review and evaluate the work of employees for effectiveness, completeness, accuracy, and adherence to required functions and departmental policies and procedures' offer advice and assistance as needed.
- *9. Act as the primary contact and remain current on Glenn Center issues and operations, complaints, situations and/or conditions of special interest or activities; exercise the use of independent judgment concerning matters requiring attention of the assigned administrator to ensure timely action to resolve problems and/or concerns.
- *10. Collaborate and communicate with administration to obtain information and coordinate appropriate level staffing and coverage to meet the needs of students, faculty, and staff throughout the Glenn Center.
- *11. Research education trends, industry partnership needs, and transfer requirements and pathways to provide feedback and input related to the Glenn Center and Butte-Glenn Community College's mission in support of the Vision for Success and Ed Master Plan.
- *12. Partner with Facilities and Campus Police regarding issues or concerns related to building and personal health and safety; approve Facility Use Requests (FUR), key requests, and work orders. Assist with managing the appropriate utilization of the Glenn Center and additional off-site leased facilities; negotiate rental and lease agreement(s) and fees; and manage procedural protocols for instructional and student services in leased facilities.
- *13. Ensure student services departments Including but not limited to: Financial Aid/Veteran's Services, Admissions and Records, EOPS, Career Center, Job Placement, DSPS, Mental Health, Safe Place, Roadrunner Hub Food Pantry and Basic Needs Resources, Orientation and Academic Counseling and Advising, CAS (Center for Academic Success-Tutoring), Inspiring Scholars (Foster Youth), and Undocumented Student Support are open and operational to assist students in achieving academic success.

- *14. Represent Admissions and Records at the Glenn Center, provide enrollment and registration, clearing holds and processing payments for students.
- *15. Schedules student's appointments for Counseling, DSPS and EOPS at the Glenn Center.
- *16. Ensure the accurate and timely dissemination of information concerning campus policies and procedures to faculty, staff, students, and the general public.
- *17. Provide technical support for all areas of the Glenn Center while maintaining a high degree of confidentiality and discretion.
- *18. Review Glenn Center's website and social media site(s); communicate with appropriate department and/or manager to recommend or request changes.
- *19. Develop, prepare, update, and maintain a wide variety of moderate to complex documents including but not limited to: internal and external correspondence, spreadsheets, reports, forms, brochures, charts, graphs, brochures, handbooks, manuals, calendars, and databases.
- *20. Compile, tabulate, and summarize statistical data and information from various sources including but not limited to: individual assignments/records, schedules, reports, newsletters, and lists; review and verify accuracy of data for completeness, accuracy, and compliance to rules, regulations, policies, procedures, and other mandates.
- *21. Assist in the development and oversight of course schedules for the Glenn Center and verify accuracy; coordinate and approve class schedules and room utilization; reassign classrooms to match class size and educational function; minimize conflict in time and location; generate statistical data each semester related to enrollment trends.
- 22. Provides assistance to, and backs up co-workers and other staff within department as needed and/or necessary. May assume site administration responsibility in the absence of assigned administrator, including periodic on-call and response to urgent occurrences.
- 23. May serve on a variety of District committees as requested.
- 24. Performs other related duties as assigned that support the overall objective of the position.

MINIMUM QUALIFICATIONS:

- **EDUCATION AND EXPERIENCE:**

- Associate's degree or the equivalent*; **AND**
- Three (3) years of increasingly responsible experience related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

**Associate's Degree education equivalency equals two (2) years of increasingly responsible related work experience for each full year (24-30 units) of college. Work experience must be in an office setting.*

- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

DESIRED QUALIFICATIONS:

- Previous experience working for an educational administrator or manager at a community college.
- Experience with managing and coordinating a department.

KNOWLEDGE, SKILLS AND ABILITIES: (May be acquired through education, training, and/or experience.) Knowledge of: District policies and procedures; laws and ordinances pertaining to the specific responsibilities of the position; supervisory and managerial concepts and principles; modern office practices, procedures and technology, including computers; proper grammar usage; administrative services that support the delivery of higher education, including but not limited to enrollment, financial aid, student services, learning resources and instructional support; analysis and evaluation of programs, projects and day-to-day operational needs; interpersonal skills using tact, patience and courtesy; and budget preparation.

Ability to: perform the essential responsibilities of the position; perform a wide variety of duties in support of functions delegated to the Glenn Center and interpret and apply federal, state, and District rules and regulations as appropriate; evaluate and make informed

decisions; ensure compliance with all laws, regulations and policies through effective staff and facility supervision; motivate and provide effective leadership to employees; plan and coordinate the most effective use of staff and resources to achieve goals; communicate professionally in all situations; use critical thinking to resolve conflict; learn and interpret the Education Code as it pertains to College Centers; compose complex reports and correspondence; analyze problems and apply appropriate problem-solving and decision-making skills; work independently with an emphasis on detail management; complete assignments according to established deadlines; establish and maintain cooperative working relationships with those contacted in the course of work; maintain records accurately and with confidentiality as required; compile, organize and use various financial information necessary in the preparation of the departmental budget; control and monitor budget expenditures and resource development; demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students; greet the public, students and staff respectfully and respond intelligently; demonstrate acceptable planning and organizational skills; collaborate with others to develop required and/or necessary services; and demonstrate excellent written and verbal communication skills; operate computers and related equipment with ease; utilize keyboarding skills commensurate with the required functions for this position; ability to establish and maintain cooperative working relationships with those contacted in the course of work.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides direct supervision to assigned departmental staff.

PHYSICAL EFFORT:

Requires ambulatory ability to sit for extended periods of time and move about to multiple campus and district locations. Requires sufficient hand-arm-eye coordination to use a computer keyboard at an acceptable rate for data manipulation and to reach files from waist and eye-level. Requires sufficient visual acuity to recognize letters and numbers and notice non-verbal gestures. Requires auditory ability to hear and respond to in-person and phone conversations and give presentations to large audiences.

CONTACTS:

Faculty, staff, administrators, governing board, students, and the public.

WORKING CONDITIONS:

Work is performed in an office environment with minimal exposure to health and safety considerations. Travel may be required.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.