



## Job Description

**Job Title: Senior Director – Operations, Strategic Initiatives JTC: AQD**

**Salary Range: E05**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for leading the operations of an organization, ensuring business goals are achieved by applying business strategies and developing organizational objectives. Requires a dynamic understanding of relevant laws and policies and the ability to independently analyze problems, search for strategic solutions, organize and influence individuals to meet the vision, mission and goals of the organization and DCCCD. Ensures operations function to promote diversity and professional growth.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Proven experience providing direct leadership, oversight and accountability for the operational effectiveness and efficiency of an organization to achieve its mission and goals. Advanced knowledge and keeps abreast of applicable laws, regulations and government requirements and their impact on the business ensuring compliance through effective procedures, policies and practices.

Advanced experience implementing complex projects with the ability to plan and evaluate processes or programs; examine and re-engineer operations; formulate policy, develop and implement new strategies and procedures. Ability to provide strategic direction by identifying actions necessary to achieve task(s) completion and obtain results meeting timelines, quotas, budget, performance goals, etc. Effectively skilled to collaborate with leadership and/or stakeholders regarding ways to improve the functionality of the organization in the best interest of the district.

Must have strong leadership and interpersonal skills and the ability to work effectively with diverse cultures and populations. Knowledge and experience providing recommendations to sustain and improve work environment in the face of change and environmental challenges. The ability to acknowledge, understands and effectively manages group dynamics and ambiguity; maintains confidentiality; acts ethically and with integrity.

Capable of proactively improving the organizational processes and outcomes by being objective, fairly evaluating different components and aspects of a situation; maintaining a balance between the goals of the organization and those of the district. The ability to recommend policy/procedural changes to support business needs.

Ability to manage and impart information to a diverse district-wide community working cross-functionally with other constituents to implement operational strategies and document new processes to improve the customer experience. Excellent customer service skills.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree plus three (3) years of experience in related field. Official transcripts are required. Must have valid driver's license. \*\*\*Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides logistics and planning expertise to support convening and planning services as well as coordination of processes, programs and assignments related to district strategic initiatives in collaboration with DCCCD stakeholders. Supports grant funded partnership-based projects related to strategic initiatives, manages business functions for the division, and provides general support for division responsibilities as assigned.

In consultation with leadership and other division staff, research and devise approaches to complex higher education network initiatives and develop and maintain systems for tracking progress across multiple projects. Manages business functions of the division including purchasing, contracting and monitoring of expenses for internal, partnership-based and grant-funded activities. Performs complex, highly responsible and confidential administrative duties in the division, requiring broad experience and comprehensive knowledge of organizational policies and procedures.

Interacts with internal and external clients during development of planning designs and higher education network initiatives. Supports collaborative team approach to division responsibilities through communication and meetings as required to meet the vision, mission and goals of the DCCCD. Serves as a lead resource/contact person for the division for internal and external clients.

Facilitates compression planning sessions as assigned including development of background and session designs. Establishes and coordinates calendars, business processes, training and support services for high quality delivery of compression planning and convening services. Researches issues and recommends solutions within approved policies and procedures. Ability to work independently, make immediate decisions to respond quickly to specific situations, and work with and/or coordinate a team to attain optimal performance. Familiar with the community college instructional and service philosophies. Plan and coordinate multiple and diverse projects simultaneously.

Excellent organizational, oral and written communication skills in order to effectively interact with individuals from diverse, multi-cultural backgrounds. Must have a high level of strategic agility and excellent decision making and problem-solving skills. Must have solid listening, oral and written communications to communicate with a diverse array of stakeholders and constituents within the DCCCD community network.

Performs other job duties as assigned.



*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*