

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> Assistant Dean – Student Services			<i>Approval Date:</i> July 28, 2005
<i>Level:</i> E	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0565	<i>Approved by:</i> College President

GENERAL DESCRIPTION

Supervises, coordinates, and directs the daily administrative functions of an assigned department to ensure efficient office operations. Supervises, assigns, schedules and evaluates assigned staff. Assists in developing and coordinating staff development and trains employees as needed. Assists in writing, reviewing and updating policies and procedures related to office functions. Prepares reports and assists the Dean in other office functions as assigned.

KEY RESPONSIBILITIES

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1.*	Supervises all personnel within specific units of Student Services and coordinates the work of support personnel within the specific unit.	25%
2.*	Coordinates the implementation of policies and procedures within specific units of Student Services. Conducts meetings.	10%
3.*	Provides direct training on new and emerging procedures, practices and related functions as approved by the Dean of Student Services.	15%
4.*	Develops standard operating procedures for activities and functions within the student services support area which support institutional policies and practices.	10%
5.*	Handles and works to resolve routine and complex student and staff concerns, complaints, and issues for the units under direct supervision.	10%
6.	Serves as the section leader in the preparation of unit reports, correspondences, unit records and file maintenance.	10%
7.	Lends support and direction in the monitoring and evaluation of the campus environment for student support services to include facilities, safety, and material resources.	5%
8.	Develops, administers, and monitors departmental operating budgets for the units under direct supervision.	5%
9.	Provides leadership in the development and maintenance of strategic goals and objectives for the units being supervised.	5%
10.	Communicates and interacts with students and the public to further the interest and mission of the college.	5%
11.	Performs other similar and related duties as assigned.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Formal Education:</i>	Master's Degree required.	
<i>Work Experience:</i>	5 to 7 years experience in Student Services required. Customer service experience.	
<i>Planning Scope:</i>	Plans events that will occur during the year, and have some effect on the department's annual expenditures, and/or revenues.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the department or equivalent.	
<i>Impact on Budgets:</i>	Provides supportive advice, analysis, or related services which impact the expenses or revenues but with limited authority to spend the budget. May collect or process revenues/expenses. No impact on grant funds or revenues.	
<i>Impact of Decisions:</i>	Major responsibility for making recommendations or decisions which typically affect all the units under the individual's direct supervision.	
<i>Complexity:</i>	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies, and/or precedents used in combination. Analytical ability and inductive thinking are required.	
<i>Decision Making:</i>	Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
<i>Problem Solving:</i>	Involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations.	
<i>Internal Contacts:</i>	Requires regular internal contacts to carry out programs and to explain specialized matters or regular contact with officials at higher levels on matters requiring cooperation, explanation and persuasion.	
<i>External Contacts:</i>	Requires regular personal contact with the public.	
<i>Level of Supervisory Responsibility:</i>	Provides direct supervision of one or more functions within a department. Formally plans, assigns, directs, and coordinates the work of these functions.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is primarily technically oriented or complex, includes additional administrative responsibilities and requires comprehensive knowledge of unit or departmental activities, procedures, practices, and applicable regulations.	
<i>Job-Related Knowledge:</i>	Requires mid-level knowledge of theories and practices of a professional field. This level is reserved for an individual with a Master's Degree and skills demonstrated by a number of years of related work experience. Writes reports using technical data requiring considerable interpretation, developing new methods and procedures. Frequently applies knowledge to practical issues.	
<i>Innovation/Creativity:</i>	Work requires developing imaginative and complex methods, procedures, products or systems. This is an important part of the job and results generally affect a campus within the College. Provides direct training to subordinates on a regular and timely basis.	
<i>Working Conditions/Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work performed mainly in library, office, or work room.	