

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CENTER SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director of Center Operations at the assigned Education Center, assist in the development, implementation, review, and revision of procedures for various phases of the Center's operations; train, supervise and evaluate assigned classified and hourly personnel; and oversee various activities and programs.

REPRESENTATIVE DUTIES:

Assist the Director of Center Operations in planning, coordinating, and supervising assigned operational functions of the Center; assist in the review of Center procedures; recommend and appraise appropriate changes; assist the Director of Center Operations with long-range planning. *E*

Assist in the selection, training, supervision, and evaluation of assigned classified and hourly personnel; interview prospective hourly employees, tutors, and student worker employees; make recommendations regarding employment; schedule and assign work; arrange for substitutes and extra coverage as necessary; assure that work is performed in a competent and timely manner. *E*

Assist the Director of Center Operations with coordination of Center activities including instructional, counseling, admissions, financial aid, health services, Transfer Center, EOPS, assessment, fiscal services, and other activities; maintain yearly calendar for Center activities. *E*

Review State regulations and monitor college policies for the admissions of international and other non-resident students; maintain current knowledge of and review college curriculum, rules, regulations and guidelines applicable to assigned areas. *E*

Communicate with Admissions Center personnel to organize and oversee the registration process at the Center; implement established registration guidelines and procedures. *E*

Supervise processing of admission, EOPS, and financial aid application forms, transcripts requests, records or other information. *E*

Consult with departments and attend meetings and conferences to maintain policy and procedural knowledge for Center operations; review with Fiscal Services the State regulations, policies and procedures; serve on college and community committees as appropriate; facilitate scheduling of workshops and community activities. *E*

Maintain records and prepare a variety of complex and inter-related reports and files including confidential records. *E*

Perform computer operations to update student records and verify student information; enter and retrieve a variety of information and reports as necessary; coordinate hardware maintenance; maintain current knowledge of technologies in computer hardware and software. *E*

Recommend selection of equipment to be purchased; verify completed work orders for accuracy and completeness; estimate job costs. *E*

Provide technical assistance to Center staff, faculty, students, and public. *E*

Respond to and assist with campus emergencies; receive complaints and concerns and prepare incident reports. *E*

Perform related duties and responsibilities as required.

Center Supervisor - Continued

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Laws, rules, regulations, policies and procedures relating to Center operations with emphasis on instructional and student services areas.
Principles and practices of supervision and training.
District organization, operations, policies and objectives.
Principles and procedures of record keeping.
Modern office procedures, methods and equipment.
Operating, diagnostic, and repair characteristics of computers and related peripherals.
English and Spanish language usage, spelling, grammar, and punctuation.
Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Assist in coordinating and supervising Center operations and activities.
Performs specialized clerical and technical duties related to Center services.
Analyze situations accurately and adopt an effective course of action.
Operate a variety of office equipment including a computer terminal.
Train, supervise, and evaluate personnel.
Compile and maintain accurate and complete records and files and prepare reports.
Work confidentially with discretion.
Work independently in the absence of supervision.
Plan and organize work to meet schedules and time lines.
Interpret, apply, and explain laws, regulations, policies, and procedures related to assigned functions.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate both orally and in written form in English and Spanish using correct grammar, vocabulary, spelling, and punctuation.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: an Associate's degree and three years of responsible experience requiring supervision, leadership, organizational and technical skills in a high public contact environment.

LICENSES AND OTHER REQUIREMENTS:

Bilingual English/Spanish required.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant distractions and interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person or on the telephone.
Seeing to read and verify data and monitor Center operations.
Dexterity of hands and fingers to operate office equipment.
Sitting or standing for extended periods of time.