

## **ASSISTANT DIRECTOR, CENTER OF EXCELLENCE**

### **DEFINITION**

Under the administrative direction and oversight of the Director, Center of Excellence, the Assistant Director, Center of Excellence assists with organization, oversight, and coordination of Center of Excellence (COE) activities. Provides advanced research for regional and statewide studies; utilizes data and research tools including data visualization software, labor market data sources, statistical software, online survey services, and other sources; responds to data requests from the regional community colleges and other stakeholders; manages research staff; and assists with regional presentations and meeting attendance. This position is an overtime-exempt supervisory classification.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Center of Excellence. Exercises general supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is an Assistant Director classification in the COE. The incumbent oversees, directs, and participates in major activities and programs in the COE and is responsible for providing professional level support to the Director, Center of Excellence, in a variety of areas. Assists in short-term and long-term planning, development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other College departments and divisions. Responsibilities include performing and directing many of the department's day-to-day administrative functions. This class is distinguished from the Director, Center of Excellence in that the latter has overall responsibility for all functions of the COE unit and for developing, implementing, and interpreting institutional policy.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans and oversees the daily functions, operations, projects, and activities of the COE, including workforce research, partnership development, strategic planning, and Chancellor's Office special projects.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for the COE; recommends within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
3. Assumes responsibility for and ensures the completion of assigned COE research projects, from the development of the methodology to the publication of the final products; such as reports, research briefs, or presentations.

4. Analyzes a wide variety of proprietary, public, and private labor market data using statistical tools, data visualization software, and quantitative and qualitative research methodologies.
5. Conducts literature review and provides analytical writing for the COE research, reports, and other publications.
6. Develops visualizations of research findings.
7. Provides project management services to the Director, Center of Excellence on research projects. Helps plan tasks, track progress, and complete each of the assigned projects.
8. Coordinates marketing for the COE initiative, including but not limited to maintaining the COE website, managing COE presence on social media websites, and updating marketing materials.
9. Presents data and research at community college events in Los Angeles/Orange county region when the Director, Center of Excellence is not available.
10. Validates research data with appropriate industry representatives and focus groups.
11. Assists Director, Center of Excellence in managing and reviewing the work of research support staff and outside vendors as it relates to assigned projects.
12. Participates in the selection of, trains, motivates, and evaluates, assigned personnel; works with employees on performance issues; recommends discipline to the Director, Center of Excellence.
13. Conducts research on workforce development needs, including primary research, industry surveys, interviews, secondary research, and data analysis; prepares and publishes environmental scan studies; provides consultation and technical expertise to regional community colleges concerning emerging jobs and workforce needs; responds to inquiries and provides detailed and technical information concerning projects.
14. Participates in COE communications and information between other regional centers, community agencies, independent contractors, staff, faculty, administrators, businesses, and economic development and governmental agencies; conducts marketing and outreach activities.
15. Attends and participates in professional group meetings, various committees, and advisory groups; makes presentations at meetings and conferences; stays abreast of new trends and innovations related to COE programs, projects, and services.
16. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the COE.
17. Maintains and directs the maintenance of working and official departmental files.
18. Monitors changes in laws, regulations, and technology that may affect College or Center operations, implements policy and procedural changes as required.
19. Prepares, reviews, and presents staff reports and various management and information updates.
20. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
21. Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

23. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
24. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
25. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
26. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
27. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
28. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
4. Principles and practices involved in planning, organization, and direction of COE operations and activities including economic development functions and the development of programs and resources in support of emerging industry and workforce trends.
5. Applicable federal, state, local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
6. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
7. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
8. Statistical tools, research methodologies, analysis and report writing, project management, and fiscal reporting methods used in California government agencies, schools, or colleges.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

13. Techniques for effectively representing the College in contacts with governmental agencies; community groups; and various business, professional, educational, regulatory, and legislative organizations.

**Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
5. Provide administrative and professional leadership.
6. Plan, organize, and direct operations and activities.
7. Interpret, apply, explain, and ensure compliance with federal, state, local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of programs, projects, events, and administrative activities.
12. Effectively represent the College in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in social sciences, economics, business administration, or a related field; and
2. Two (2) years in social science or educational research, specifically, with compiling, analyzing and filtering data, translating the data to answer research questions and developing research reports.

### **Desirable Qualifications:**

1. Knowledge of the California Community College System.
2. Knowledge of labor market data and analysis.
3. Knowledge of visualization principles and techniques (preferably Tableau software).
4. Expertise in computer software applications relating to data analysis and report generation. High proficiency in Excel.
5. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
6. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

### **Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

## **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023