

DIRECTOR, CAREER CENTER

DEFINITION

Under the administrative direction of an assigned administrator, plans, organizes, manages, and provides administrative direction and oversight for all College functions and activities related to assisting students with career exploration, career readiness, and finding employment, including administrative oversight of the Career Center; coordinates assigned activities with other College departments, officials, and outside agencies; provides highly responsible and complex professional assistance in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that oversees, directs, and participates in all activities of the Career Center, including planning, development, and administration of departmental policies, procedures, and services. This class provides assistance to the management in a variety of administrative, coordinative, analytical, and liaison capacities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in managing departmental work.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all College-wide career-focused programs, services, and activities through the Career Center to deliver services to students from the time of enrollment through graduation, transfer, and becoming alumni.
2. Develops, implements, and evaluates a comprehensive Career Center strategy and program, which supports the College's commitment to preparing students for professional success and helping them launch their careers.
3. Directs and develops with staff the implementation of goals, objectives, policies, procedures, and work standards for the Career Center; establishes within College policy, appropriate budget, service, and staffing levels.
4. Develops, implements, and evaluates an equity-focused career plan based on emerging practices and success strategies for equity student populations (e.g., Guided Pathways); collaborates and coordinates efforts to increase career awareness and completion for underrepresented and underserved students.
5. Develops and establishes partnerships and innovative career programs with staff, faculty, administrators, outside agencies, the public, and various local, state, and

federal organizations; develops an understanding of the unique needs within the various academic programs; prioritizes and directs initiatives to develop programs and resources relevant to those needs in collaboration with faculty, department chairs, and academic deans (e.g. Strong Workforce, Career Education).

6. Coordinates and collaborates with credit and noncredit career services staff, faculty, and administrators in developing and supporting services, programs, internship, and job placement support services.
7. Provides vendor management support and ongoing professional development for the Career Center staff in the application of career support platforms that best meet program needs and Career Center services.
8. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
9. Directs and participates in the development, administration, and oversight of the program budget; monitors program expenditures from multiple funding sources to ensure compliance with established laws and regulations, as well as funding requirements.
10. Develops marketing strategies for Career Center events, services, and activities, including flyers, brochures, and other publications, social media, and internet marketing; engages employers in the use of the College's digital platforms to connect with students and jobseekers.
11. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
14. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
15. 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.
16. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
17. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
4. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
5. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
6. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
7. Career resources, practices, trends, and opportunities.
8. Career preparation and readiness, identification, search, and employment.
9. Research and reporting methods, techniques, and procedures; principles and practices of data collection and report preparation.
10. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
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 interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Establish and maintain a variety of filing, record-keeping, and tracking systems.
6. 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.
7. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
8. Communicate effectively through various modalities.
9. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
10. Collaborate and communicate with employers, government and community agencies, universities/colleges, faculty, staff, and administrators, to coordinate and develop services, programs, and employment opportunities.

11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
13. Research, analyze, and evaluate new service delivery methods, procedures, and techniques; compile data, track outcomes, analyze and prepare reports and presentations related to career patterns and statistics.

Education and Experience:

1. Master's degree from a regionally or nationally accredited college or university; and
2. Two (2) full-time equivalent years of progressively responsible experience in job services, recruitment, and/or employment, career developmental programs and services, or supporting students with exposure to careers and/or career planning including at least one (1) year of supervisory or oversight experience.

Desirable Qualifications:

1. 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 Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. 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 Institution (AANAPISI).

Licenses and Certifications:

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

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically 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 weighing 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.