

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

DIRECTOR OF WORKFORCE OPERATIONS

FLSA STATUS: EXEMPT – PAY GRADE: 22 - P

JOB FAMILY: MANAGERIAL/SUPERVISORY – ACADEMICS

JOB FUNCTION: MANAGERIAL/SUPERVISORY

GENERAL STATEMENT OF JOB

The Director of Workforce Operations is responsible for overseeing the day-to-day operational functions pertaining to FSCJ workforce programs. This position is responsible for managing operational functions such as (but not limited to) enrollment services, program/class administration, encoding, instructional support, payroll, contract administration, purchasing, budget management, accounting, fiscal planning, and monthly reports. An individual in this position possesses excellent fiscal, data reporting and analysis, communication and project management skills.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Manage operational functions for FSCJ workforce programs such as (but not limited to) enrollment services, program/class administration, encoding, instructional support, payroll, contract administration, purchasing, budget management, accounting, fiscal planning, and applicable monthly reports.

Provide leadership and supervision of the Workforce Operations department.

In collaboration with workforce program management, develop, implement and maintain processes and procedures that promote efficiency, effectiveness and customer service.

Assist in the development of workforce program budgets; oversee the financial plans to include generating monthly budget reports and analysis of financial status.

Generate timely enrollment reports and provide analysis of enrollment status.

Review and provide budgetary feedback for all workforce grants and contracts.

Direct regular audits of completed contracts; direct other audits or reviews as requested.

Ensure that the CRM data is correctly entered and maintained.

Provide operational support as needed, including but not limited to advisory board administration and program accreditation.

Comply with college procedures; maintain appropriate college and regulatory records and files (both electronica and written).

Serve on appropriate campus and district committees; represent workforce programs at meetings as needed.

Perform other related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Master's degree from an accredited college or university supplemented by three (3) years of related experience.

PREFERRED QUALIFICATIONS

Master's degree from an accredited college or university supplemented by five (5) years of full-time, directly related experience, to include two (2) years supervisory experience.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 1/2018