

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2023**

**DIRECTOR OF ACADEMIC SUPPORT: LIBRARY AND LEARNING COMMONS**

**FLSA STATUS: EXEMPT – PAY GRADE: 24 - A**

**JOB FAMILY: MANAGERIAL/SUPERVISORY – ACADEMICS  
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

**GENERAL STATEMENT OF JOB**

The Director of Academic Support collaborates with faculty and staff in the Library and Learning Commons (LLC) and the divisions of Liberal Arts and Sciences, Baccalaureate, Career and Technical Education, and Workforce Education to assess user needs; plan and develop methods to integrate academic support services and resources across the curriculum; provide for the instructional support needs of students and faculty; encourage development and integration of academic support programs; and advocate for academic support resources that promote student achievement.

The primary purpose of the Library and Learning Commons (LLC) is to support the mission of the College by providing effective and efficient academic support programs that foster student success. The Director of Academic Support advances the mission by providing collaborative strategic leadership and administrative supervision for the day-to-day management of LLC facilities, services, resources and programs. The Director of Academic Support oversees the operation of multiple assigned LLC facilities and programs designed to facilitate student success.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Communicates a collaborative vision and provides strategic leadership for innovative academic support services that enhance curriculum, instruction, and student success.

Ensures that the Academic Support department provides adequate and appropriate learning/information resources, services, and support for the College's mission, per the institution's current accrediting body.

Provides guidance to faculty and staff on issues and trends in academic support services and resources, such as individual and group tutoring (both in-person and online), workshops, and embedded support programs.

Collaborates with LLC stakeholders to establish, implement, assess, and update unit strategic goals, modes of service delivery, staffing patterns, and the integration of technology and print resources.

Collaborates with LLC, College and campus initiative teams, committees, work groups, and other internal and external College stakeholders on college-wide issues concerning the development, promotion, and maintenance of consistent, high quality academic support services and resources.

Develops and recommends policies and procedures that support optimal learning environments for both on-campus and online academic support services.

Hires, trains, mentors, supervises, and evaluates LLC Managers and Library Managers.

Oversees effective and efficient staffing, budgeting, resource planning, academic support, property inventory and maintenance, scheduling, facilities management, and instructional technology at assigned locations.

Provides accurate and timely data assessments and reports of services and resource usage in assigned areas.

Perform related duties, as required.

### **SUPERVISION RECEIVED**

Supervision is received from the Dean of Library and Tutoring Services.

### **SUPERVISION EXERCISED**

Supervision is exercised over assigned staff.

### **MINIMUM QUALIFICATIONS**

Master's degree with 18 graduate semester hours in a teaching discipline from an accredited institution supplemented by three (3) years of administrative and/or teaching experience that demonstrates effective oversight of academic support. Evidence of demonstrated leadership required.

### **PREFERRED QUALIFICATIONS**

Master's degree in Education, Educational Technology, or subject-specific degree such as English, mathematics, or science from an accredited institution, supplemented by five (5) years of supervision and management experience in a college-level educational setting with demonstrated success at budgeting, training, supervising, mentoring, and evaluating staff.

Leadership experience in a setting with integrated learning services, including tutoring, technology, program development, and electronic information resources.

Experience in managing a tutoring facility with computer networks, information databases, and workstation labs.

Experience supervising tutoring services and personnel in large, complex organizations.

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

**Physical Requirements:** Tasks are essentially sedentary, with occasional bending, reaching, grasping, or otherwise restricted movements.

**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 facilities, equipment, physical plant conditions, loss prevention programs, insurance provisions, and reporting systems.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes issuing and receiving assignments and/or directions.

**Language Ability:** Must be able to communicate effectively in standard English, and to convey information to others.

**Intelligence:** Requires the ability to apply principles of rational systems and synthesis functions. Requires comprehension and application of investigative and analytical principles and theories. Requires the ability to deal with problems involving concrete and intangible variables in situations where standardization exists, but wherein data may be subjective as opposed to clearly measurable or verifiable; to exercise critical independent judgment and initiative; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to issue and follow oral or written instructions. Must be able to communicate effectively with co-workers, the public, and college administrative officials.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; compute ratio and proportion; calculate decimals and percentages; compute interest, discount, profit and loss; utilize principles of descriptive statistics and statistical inference.

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

**Motor Coordination:** Requires minimal levels of hand/eye coordination.

**Manual Dexterity:** Requires minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Must be adaptable to performing under moderate levels of stress when confronted with an emergency or tight deadline.

**Physical Communication:** Requires the ability to talk, but may not require the ability to 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: 06/2016; 6/13/23