

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

ASSOCIATE DEAN OF WORKFORCE OPERATIONS

FLSA STATUS: EXEMPT – PAY GRADE: 24 – A

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

GENERAL STATEMENT OF JOB

The Associate Dean of Workforce Operations manages and leads department operations by adherence with college policies, procedures, and contractual agreement, and in support of the overall plan of the college. This position reports to the Dean of Workforce Education for overall department operations responsibility.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Coordinates and administers comprehensive matters relating to personnel, students, scheduling curriculum implementation, instruction, and all financial considerations for the department, and ensuring alignment with the college's mission, college-wide goals and campus-based initiatives.

Administers academic policies and advises faculty, staff, and students on policy matters related to the academic program.

Analyzes quantitative and qualitative data to produce reports and presentations for internal and external use, including accreditation reviews and information on academic programs, instructional activity, and program planning.

Facilitates audits and reports to ensure the establishment of proper adherence to policy and procedures, and advocates for the needs of the College while fostering close collaborative partnerships with peers and colleagues. Directs regular audits of completed contracts; directs other audits or reviews as requested.

Evaluates administrative, staffing, and operational needs to identify opportunities for realizing potential efficiencies and determines how best to respond in an ever-changing higher education environment.

Works directly with Academic Affairs and Information Technology leadership to plan, develop, manage and implement new technology ventures and existing functionality using queries, configuration, setup, and testing new releases/enhancements, modules, and patches.

Serves as a liaison with other academic and administrative departments regarding the academic program, representing the program on cross-functional teams, policy committees, and work groups.

Reviews and provides budgetary feedback for all workforce grants and contracts.

Coordinates the recruitment and credentialing of adjunct faculty.

Provides input on functional/technical specifications for data reporting, interfacing, and customization; assesses, evaluates, and implements the functionality of the PSCS system as a whole; coordinates the automation of processes, data management, and the running and the compilation of reports and queries; and advises leadership on policies and procedures regarding new and innovative means to improve efficiency and productivity. Ensures that the CRM data is correctly entered and maintained.

Creates a student-centric culture on campus/center that is positive and supportive.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Dean of Workforce Education or AVP of Workforce Development.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Master's degree from a regionally accredited institution with a concentration related to the assigned instruction/student service area(s) and three (3) years of administrative and/or teaching experience in higher education that provides the required knowledge, skills, and abilities. Evidence of demonstrated leadership is required.

PREFERRED QUALIFICATIONS

Doctorate degree from a regionally accredited college or university in a relevant field, and administrative and/or teaching experience that provides the required knowledge, skills, and abilities.

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 computers, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods 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 the 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: The ability to record and deliver information, explain procedures, and 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 eye/hand/foot coordination levels.

Color Discrimination: This 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 using spoken words; hearing: perceiving the nature of sounds by ear).

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

Effective: 1/09/23

Revised: 12/08/25