

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

DIRECTOR ACADEMIC OPERATIONS & FACULTY PROCESSES

FLSA STATUS: EXEMPT – PAY GRADE: 25 - A

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

GENERAL STATEMENT OF JOB

The Director Academic Operations & Faculty Processes supervises the development of and training for the Collegewide course scheduling software PeopleSoft Campus Solutions (CS), the textbook adoption platform, and the faculty communications platform. This position ensures that payments and pay codes for all part-time instructional employees are in accordance with the College's approved plan and the faculty collective bargaining agreement and are accurately and timely entered into Campus Solutions and into the personnel database for processing of faculty and Adjunct faculty pay. Under the leadership of the AVP of Academic Operations, works across Academic Affairs to improve business processes, business procedures, and enhance the end-user experience.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Supervises staff; prioritizes and assigns work; approves leave requests and timesheets; conducts performance evaluations; ensures staff are trained; ensures that employees follow policies and procedures; maintains a healthy and safe working environment; and makes hiring, termination, and disciplinary recommendations.

Supervises the development and delivery of training across Academic Affairs on key processes and procedures for the Collegewide course scheduling software, the textbook adoption platform and associated software suites, and the faculty communications platform.

Develops, writes, revises, audits, edits, and ensures appropriate submittal of documents/information for Faculty and Adjunct instructor encoding, calculations, payments, and payment processing and validation.

Ensures that payment details and schedules, instructions, deadlines, and other critical information is posted on the College's Web links, aligns with published Payroll Schedules, and that distribution to the requisite audience is accomplished.

Develops, reviews, monitors, verifies, modifies, corrects, and/or communicates new or changed Faculty Calendar of Work Days, cancelled classes, changes in instructors, Workload Documents, Faculty Reassigned Time, Faculty Overload calculations, and ensures appropriate payment and/or prevention of overpayment.

Prepares, validates for accuracy, and uploads the Campus Solutions interface for Payroll to pull into HCM. Provides a second validation after data is pulled into HCM payroll and ensures that all payment data was transferred.

Advises Academic Operations and Academic Leadership on policies and procedures to identify new and innovative means to improve the efficiency and productivity of CS related to Academics, Academic Operations, various academic business processes, course scheduling, and faculty and adjunct faculty payroll processes.

Participates in all Campus Solutions business process monitoring, review, and workflow; business process automation (BPA) and business process reengineering (BPR); best practices; planning and updating activities; documentation; and system security.

Assists in the maintenance of tracking and issue logging related to Academics and payroll activities. Provides input on functional/technical specifications for reporting, interfaces and customizations. Provides input on the end-user training strategy and, when appropriate, delivers such training.

Works directly with the Academic Operations leadership and the Information Technology leadership team to identify needs and plan, develop, manage, and implement new and existing CS technical ventures and existing CS functionality using queries, configuration, set up, testing new releases/enhancements, modules, and patches.

Provides support to student-facing employees, enabling them to maintain their focus on student needs.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Master's degree from a regionally accredited institution and five (5) years of experience in academics in higher education. Three (3) years of experience with Enterprise Resource Programs (ERPs).

PREFERRED QUALIFICATIONS

Master's degree from a regionally accredited institution and five (5) years of experience in academics in higher education. Three (3) years of experience with PeopleSoft Campus Solutions modules in a higher education setting.

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: 7/14/25