**CT STATE**
COMMUNITY COLLEGE

**Central Office**
**Job Description**
**Director of Operations for Workforce Innovations and Partnerships**

**Salary Level:**                                                              **Date Approved/Revised:**
**CCP  20 (Subject to Willis)**                                      **7/25/24**
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## Position Purpose
Under the direction of the Executive Dean of Workforce Innovations and Partnerships (EDWIP), the Director of Operations is overseeing the daily internal operations of the Workforce Innovation and Partnerships Division to ensure efficiency and productivity statewide including the 15 CT State campuses and locations. This includes setting and implementing goals and strategies, optimizing processes, and ensuring the division operates smoothly. The Director of Operations will work closely with the Executive Dean to develop and execute plans that align with overall objectives and is responsible for the smooth flow and operation of all internal functions and processes for the division. This position works across all divisions and disciplines as necessary to enhance a seamless structure and operational flow within Workforce Innovations and Partnerships.

## Supervisory and Other Relationships:
The Director of Operations reports to the Executive Dean of Workforce Innovations and Partnerships and is expected to have productive relationships with Workforce Development and Continuing Education Campus Directors, Coordinators, assistants, aides, academic and student affairs specialists while supporting the workforce development and continuing education schedule, student data, and related processes.

## Direct Reports
In view of the current and anticipated workload and mandated expansion within the Division of Workforce Innovations and Partnerships, a coordinator will be added, reporting to the Director of Operations.

## Major Accountabilities
The Director of Operations is accountable for the WDCE catalog, schedule, functional areas of Banner related to WDCE and workforce certificate audit platform through effective performance in these essential functional areas:

## Examples of Duties
The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A.  *Develop and maintain the non-credit catalog and curriculum:*
 1. Review and assure all approved WDCE curriculum submitted for inclusion in the catalog conform with the college's workforce certificate requirements
 2. Support the design and documentation of data collections for workforce development and continuing education
 3. Collaborate on the framework for non-credit to credit pathways in Banner
 4. Lead the workflow and performance management of the college's workforce program curricular process maintaining alignment of curricula across campuses
 5. Examine and learn about new software for non-credit regarding registration, payment procedures

B.  *Develop and maintain a one college schedule that maximizes course accessibility:*

 1. Develop and maintain a one college non-credit schedule that maximizes course accessibility
 2. Analyze data to make decisions on which course type or course type mix will contribute to the student success

3. In collaboration with WDCE staff, ensure that scheduling of workforce development, personal enrichment, and business and industry is in line with the vision of Workforce Innovations and meets the needs of students and industry partners
4. Develops and maintains end-user documentation and training materials related to WDCE
5. Develops various communication processes that inform end-users of changes in procedures and features of the student information systems, including new releases
6. Delivers training sessions for end-users
7. Assists end-users with problem resolution; collaborates with end-users to create effective information flow/processes

C. *Manage and support functional areas within Banner that relate to workforce development and continuing education student information services*

1. Key member of the One College Banner implementation team for Connecticut State Community College
2. Serves as a source of expertise in several modules within the Banner Student System
3. Inserting course fees for WDCE programs in One College Banner
4. Responsible for setting up term control for Workforce and Continuing Education to support schedule and registration
5. Monitor and work closely with the Banner team of WDCE to ensure accurate access and reporting.
6. Ensure grades are rolled and students are graduated in the proper term.
7. Responsible for all end of term control for Workforce and Continuing Education
8. Responsible for adding all new hire Non-Credit Lecturers for all twelve campuses in the One College Banner system
9. Ensure that accurate staff members have access to one college Banner and continue to maintain this access and security in one college Banner
10. Maintain all ETPL WIOA codes connected to majors in one college Banner
11. Maintain attributes and fees of all non-credit programs in one college Banner
12. Maintain cohorts to support data and ensure head counts of third party funded students
13. Maintains and supports appropriate use of rule pages and validation tables for workforce development and continuing education
14. Assists in evaluating additional software systems.

D. *Manages workforce development certificate audit technology in Degree Works:*

1. Performs the timely and accurate programming/scribing, documentation and updating of program requirements into the degree audit platform for all workforce certificate programs under Connecticut State Community College
2. Works closely with the EDWIP to ensure that all programs are accurately scribed in the degree audit platform
3. Actively participates in all training and professional development workshops designed to implement the degree audit platform for Connecticut State Community College
4. Manages the organization and tracking of all system information, update requests and completion dates, and provides reminders and reports as needed
5. Assists with the development of resource guides, job aids, and other electronic materials to enhance usage and maximize functionality of Degree Works
6. Performs official certificate audits and certification of awards for workforce programs

E. Other duties as assigned

1. Perform administrative tasks and other work assigned by the EDWIP
2. Support the EDWIP and associated staff in preparing divisional communications, reports, and proposals
3. Stay abreast of national trends
4. Attend conferences and maintain a commitment to CT State CC focused on new initiatives and promoting equity and diversity

## Professional Participation and Development

In addition to the accountabilities listed above, the Director of Operations is required to perform the essential duties of:

- Attendance and participation at convocation and commencement ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.
- Maintain currency in the position's required fields of professional expertise and competencies including required computer skills and maintain complete confidentiality of student records and other information of a confidential nature.

## Qualifications

A proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Commitment to academic quality and standards
- Extensive experience with Ellucian Banner or a similar higher education enterprise resource planning (ERP) system
- Extensive knowledge of the workforce training curriculum development process
- Ability to prioritize and manage multiple projects in a fast-paced environment while maintaining close attention to detail
- Knowledge of data and data analysis relevant to academic areas
- Experience with authoring reports, extracting, and analyzing data
- Experience with creative use of information technology systems to provide solutions to the academic team
- Demonstrated ability to work in groups, which emphasize collaboration, consensus building, conflict resolution, and problem solving across multiple constituencies
- Outstanding communication skills in writing, speaking, and listening
- Strong interpersonal skills to articulate ideas clearly, listen actively, and convey information in a way that fosters understanding and collaboration
- Amid change, effectively communicates the need for change, address concerns, and help facilitate a smooth transition for the division

Preferred qualifications include:
- Experience with delivery of training for business and industries online asynchronously, live remote, on campus or at the partner's facility, preferred
- A minimum of two years' experience providing administrative direction and support through a One College model with many campuses
- CT State recognizes the need for language diverse staff and faculty when serving our students. To that effect the ability to speak additional languages beyond English is considered a preferred qualification

These skills and abilities typically are acquired through a combination of education, training and experience which would include:  A Master's degree and
- 3-6 years of experience in higher education (community college preferred)
- 1-4 years of experience in Workforce Development or Continuing Education
- Or a combination of education, training and experience that would lead to the competencies required for successful performance of the position's essential duties.

## Work Environment

Incumbents typically perform their work in offices and conference rooms. Incumbents may be required to make public presentations and to travel to off-campus locations of various groups. Reasonable accommodation will be made for incumbents with physical limitations.