

San Joaquin Valley College
Job Description

Job Title: Director of eLearning Operations

Department: Administration

Reports To: Chief Operating Officer

Classification: Full-time, Exempt

Evaluation Form: Campus Director (CD)

Summary: The Director of eLearning Operations is responsible for the quality, efficiency and successful day-to-day operation of the Admissions, Financial Aid, Student Services and Career Services elements of the eLearning modality. The position requires exceptional management skills, demonstrated leadership ability, strategic thinking, problem solving and a demonstrated ability to produce results.

Essential Duties and Responsibilities:

- Lead teams to achievement of operational targets
- Recruit, hire and train managers, admissions representatives, career service advisors and related staff
- Design, implement and improve work flows, sales, services and placement processes
- Provide quality eLearning modality operations
- Contributes to outcome discussions at the campus, program and institution levels
- Performs other duties as assigned

Supervisory Responsibilities: Manages subordinate supervisors who supervise employees in the admissions, financial aid, student services and career services departments. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies:

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Communications – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies:

Visionary Leadership – Displays passion and optimism; inspires trust and respect; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Results Oriented – Achieves results within established timelines; understands and demonstrates that intentions, activities, and results are not the same; expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results [by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving prior warning].

Innovative Thinking – Looks for new and innovative approaches that will improve efficiency; embraces and champions new ideas and encourages others to do likewise; recognizes and rewards people and teams who are creative and innovative.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Baccalaureate degree with a Master's degree preferred; 5+ years' experience in successful sales and operations management; project management experience with demonstrated ability in strategic thinking, problem solving and team building.

Language Skills – Ability to read, analyze and interpret financial reports; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as correlation, causation and trend analysis; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in student records.

Physical Demands: The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.