

DIRECTOR, WRITING CENTER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and personally performs difficult and complex professional work related to the activities of the Writing Center; develops, implements, and evaluates programs, curriculum, services, and activities; provides highly complex and responsible support to the Dean, Humanities and Social Sciences in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean, Humanities and Social Sciences. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of the Writing Center. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean, Humanities and Social Sciences in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other divisions and departments. This class is distinguished from the Dean, Humanities and Social Sciences in that the latter oversees the programming and administration of the District's entire Humanities and Social Sciences Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, and activities of the Writing Center.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the center; recommends within program policy, appropriate service and resources; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the center budget.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Dean, Humanities and Social Sciences.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Dean, Humanities and Social Sciences.
- Participates in developing strategic plans for the program by coordinating with other departments and divisions; works with faculty and various disciplines to increase effectiveness and programs, services, and activities offerings.
- Develops, analyzes, and implements curricular and pedagogical strategies for students, faculty, and staff.
- Collaborates with Directors of other tutorial centers to develop campus-wide tutoring strategies, goals, objectives, and initiatives.
- Researches and identifies appropriate funding opportunities and writes grant applications to support center programs and services.
- Conducts assessments of center programs, services, and activities, including Student Learning Outcomes (SLO), ePIE, and for grant-supported activities.
- Compiles and analyzes data and prepares comprehensive technical records and reports.

- Oversees and collaborates with faculty on development of Directed Learning Activities and workshops; consults with faculty on Writing Across the Curriculum and development of writing assessments.
- Coordinates programs, services, and activities with other departments and divisions.
- Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of writing center programs and other services as they relate to the area of assignment.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the Writing Center.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Humanities and Social Sciences.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of developing, implementing, and evaluating writing center programs, services, and activities.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of writing center programs, services, and activities.
- Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Master's degree from a regionally accredited college or university with major coursework in English, literature, comparative literature, composition, education, or a related field, and five (5) years management and/or administrative experience in developing, implementing, and managing comprehensive writing center or tutorial programs, services, and activities.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file

information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.