

# CLASSIFICATION SPECIFICATION

## Evening Operations Manager

FT/PT Class Code: 3060, 3560      Pay Grade: B/C 19      FLSA: Exempt      Rev. 07/01/14

**SUMMARY STATEMENT:** An incumbent is responsible for managing and overseeing all College services for campus location(s) during the evening hours. Areas include: communications, management activities, handling critical and/or sensitive issues, etc. Responsibilities cross divisional lines to include: Instruction, Student Affairs, Administrative Services, Workforce Development and Community Education, and Technical Services.

### **NATURE AND SCOPE:**

A class incumbent reports to campus Deans/Directors, the Assistant Campus Director, and the Vice President and Campus Director. The incumbent work independently on behalf of the supervisors and is responsible for administrative operations during the evening hours. The incumbent advises supervisors of relevant matters and makes recommendations for actions to be taken to resolve issues. The incumbent executes necessary follow-up to ensure the College's mission is carried out during the evening hours. A significant aspect of this work involves representing and acting on supervisors' behalf when critical incidents and issues occur during evening hours that need immediate resolution. Principal contacts are with Division Directors, Deans, Vice President and Campus Director, special interest groups, students, and the general public.

### **PRINCIPAL ACCOUNTABILITIES:**

***An incumbent may perform any combination of the below listed accountabilities:***

1. Manages and oversees College services at one or more campus locations during the evening hours. Confers with Deans/Directors and the Vice President and Campus Director's Office regarding College policies, procedures, and their implementation. Ensures divisional compliance with the College's mission and policies during the evening hours.
2. Ensures the safety and security of all grounds, buildings, staff, students, and the general public. Makes critical decisions regarding public safety practices to include evacuations when necessary.
3. Serves as the liaison with the general public, students, Deans/Directors, and the Vice President and Campus Director to respond to inquiries and complaints. Explains policies, services, and the College's position on issues. Resolves problems and oversees implementation of College directives.
4. Oversees student conduct as well as faculty and staff compliance regarding College policy and best practices. Keeps administrators informed and recommends corrective action if necessary.
5. Represents administrators as assigned during the evening hours. Serves on Task Forces, Advisory Boards, and committees as assigned.
6. Plans, assigns, reviews, and evaluates clerical support staff, public safety, and evening coordinators as assigned.

### **PRINCIPAL ACCOUNTABILITIES, cont'd:**

7. Plans, coordinates, and directs special activities. Analyzes, recommends, and implements operating practices, policies, and procedures.
8. Provides guidance and direction to the adjunct faculty during the evening hours.
9. Ensures and monitors the appropriate use of all College labs and ensures compliance with safety practices and regulations.
10. Performs other related duties as required.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of campus and College-wide policies and procedures.
- ◇ Knowledge of all divisional services provided to accomplish the College's mission.
- ◇ Knowledge of management principles and practices.
- ◇ Knowledge of public safety and physical plant facilities.
- ◇ Good interpersonal and communication skills.
- ◇ Skill in team building and problem solving.
- ◇ Skill in conflict resolution and crisis intervention.
- ◇ Ability to plan, direct, and think strategically.
- ◇ Ability to manage multiple priorities.
- ◇ Ability to make sound decisions and apply critical thinking skills.

### **MINIMUM QUALIFICATIONS:**

- ◇ Bachelor's degree in a relevant field and four (4) years of relevant experience to include management and/or supervision; or other equivalent combination of education and experience.