NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Director of Educational Services and Community Relations in Camp County

Department: Student and Outreach Services
FLSA Status: Exempt
Grade/Level: Admin/Prof II
Work Schedule:
Monday - Thursday 8AM - 6PM
Friday 8AM - 12PM
Or as assigned by the supervisor

Job Status: Full-Time
Reports To: Vice President for Student and Outreach Services
Amount of Travel Required: As needed
Positions Supervised: Secretary
Contract Length: 12 months

PURPOSE: The Director of Educational Services and Community Relations in Camp County serves to represent Northeast Texas Community College to the students, prospective students, families and tax payers of Camp County and adjacent counties in our service area, including Wood and Upshur. This position will recruit, provide student services, and address unmet educational needs of those in this area through the existing resources of NTCC. Additionally, this person will represent the College to the public, keeping the College visible to the communities in this area. The director also makes the administration aware of the educational needs of Camp County (and adjacent communities). The director assists the Executive Vice President for Instruction in the scheduling of classes in respective areas.

The Director is also responsible for the management, operation, and delivery of student and instructional services at the Hanson-Sewell Center where there is an ongoing program of credit and non-credit instruction. He/she will also develop, deliver, and maintain a comprehensive student recruitment and career advisement program for this campus. This position will include planning, developing and providing educational programs and services for adults and special populations in extended day and evening classes and in special interest seminars and courses; assisting with registration and enrollment; determining community educational needs, and ascertaining the feasibility of proposed programs.

The Director reports to the Vice President for Student and Outreach Services and works closely with the President’s office on matters of community relations. The position also works closely with the entire Student and Outreach Services team as well as the instructional administration and Dual Credit Coordinator.

MAJOR RESPONSIBILITIES:

1. Coordinate the development of a plan to raise and maintain the visibility of NTCC in Camp and adjacent counties;
2. Recruit and develop a standing community advisory council which will provide input on community needs;
3. Establish positive working relationships and/or partnerships with public and private schools in Camp, Wood, and Upshur Counties, business, industry, civic and community organizations, local government entities, and state agencies;
4. Work closely with the instructional administration and faculty regarding the delivery and evaluation of credit and non-credit instruction offered at NTCC facilities in Camp County;
5. Collaborate with the College Connection Director, the high school counselors, and CIS youth services coordinators in planning and implementing events designed to create a college-going culture in Camp and adjacent counties;
6. Work closely with the public information officer and other College colleagues to promote all programs, courses, services, and activities of NTCC in this area;
7. Work closely with the student services staff and the faculty in the recruitment, enrollment, and retention of students in Camp and adjacent counties;
8. Plan, implement, and evaluate special activities designed specifically to address the needs of the community;
9. Prepare and maintain an annual budget which supports the mission of the college;
10. Assist in the acquisition of external sources of funding in collaboration with the Vice President of Institutional Advancement to support the educational needs of the community;
11. Meet the outcome goals set annually for this unit by the institutional effectiveness process;
12. Provide administrative oversight of the Hanson-Sewell Center where there is an ongoing program of credit and non-credit instruction, including the management, operation, scheduling, and delivery of student and instructional services;
13. Provide supervision of classified employees the Hanson-Sewell Center.
14. Work closely with the business office on building lease and plant services for building maintenance;
15. Ensure that students, faculty, and staff have the necessary resources at the Center for effective learning, teaching, and program administration;
16. Coordinate the development of policies and procedures to govern the effective implementation of all programs and services, and make sure all established policies and procedures are properly carried out;
17. Assist the Directors of Instruction in identifying, employing, orienting, and evaluating faculty teaching at the Center;
18. Identify local and surrounding community credit and non-credit programs with the assistance of appropriate college staff;
19. Conduct on-site student registration for both credit and non-credit programs;
20. Develop, evaluate, and revise, as appropriate, off-campus instructional plans;
21. Stay abreast of research and best practices in off-campus instruction and services;
22. Work closely with the Director of Continuing Education, Dean of Allied Health and the Associate Vice President of Workforce Education in offering credit and non-credit continuing education classes at the center;
23. Manage a one-stop, full-service system of customer service, including admissions, academic advisement, career/intake counseling, pre-admission testing, registration, financial aid, tuition/fee assessment, and accurate record-keeping on the High School campus as well as at the center in collaboration with appropriate college staff;
24. Perform other duties as assigned by the Vice President for Student and Outreach Services.
POSITION CHARACTERISTICS:

At its essence, this position is a combination of recruiter, community relations specialist, and student services specialist. This position requires strong interpersonal skills and desire to serve the needs of others. Must work successfully with diverse groups of people and with members of the community. It requires broad knowledge of college policies and procedures as well as the ability to interact effectively with college personnel to address the needs of specific prospective and enrolled students. It also requires knowledge and skills concerning diverse curricula, teaching, instructional technology, student development, and regulatory and accreditation rules and regulations.

QUALIFICATIONS:

Strong thinking, listening, speaking, writing, training, planning, implementing, organizing, and evaluating skills are essential. Ability to coordinate activities with various stakeholders. Ability to represent college leaders, including the President, in a manner appropriate to the event. Having lived in the community will be very helpful. A Bachelor’s degree is required and a Master’s degree is preferred. All degrees must be earned from institutions which are accredited by a recognized accreditation agency.

SIGNATURES:

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Director of Educational Services and Community Relations in Camp County   Date

_________________________                     ___________________________
Vice President for Student and Outreach Services                                    Date

_________________________                     ___________________________
President                                          Date

Job Description developed: January 2009
Reviewed:
Revised: September 27, 2011
Preparers: Dr. Judy Traylor, Dr. Brad Johnson