

Job Description

Position Title: Director, Online Teaching Services

Job Group: Academic Affairs

Job Level Group: Director

FLSA Status: Exempt

Position Summary:

The Director, Online Teaching Services maintains, implements, and improves the quality review process for online courses. Mentors and evaluates faculty based on quality outcomes. Follows academic guidelines and offers professional development training and other faculty support to ensure course excellence.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Produces annual report detailing the spectrum of high quality to low quality online courses and sections. Shares report with PimaOnline administrators; and, uses report to improve ongoing Quality review processes and faculty mentoring.
2. Collaborates with Dean of Distance Education and other academic Deans to determine courses for Quality review each semester; develops a rationale for chosen courses.
3. Maintains, implements, and improves the quality review process among all divisions across the College and within PimaOnline.
4. Creates and supports College efforts to maintain and enhance quality in virtual courses.
5. Works with Dean of Distance Education and the Center for Learning Technology Director to ensure timely, Quality review course improvement.
6. Coordinates with the Director of Online Student Success to examine links between course quality and online student success and completion.
7. Gathers data on the student learning experience and the relationship between student success, completion, and quality metrics.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, & Abilities:

- Knowledge and application of various instructional methodologies
- Knowledge of internal and external customer service principles and practices
- Skill in organization, coordination and management
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

- Skill in positive, productive and flexible customer service
- Ability to adapt to a rapidly changing technical environment
- Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Master's degree in Adult Learning, Education or a closely related field of study required.
 - Doctoral degree in or a closely related field of study preferred.
 - Five (5) to eight (8) years of related experience required
 - Eight plus (8+) years of related experience preferred
 - Three (3+) years of supervisory experience required
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours