

# Job Description

Position Title: Employee Service Center Executive Director

Job Family: Executive Administration

Job Level: Executive Director

FLSA Status: Exempt

Salary Grade: 10

## Position Summary:

The Employee Service Center Executive Director leads ESC operations for payroll, benefits, employee wellness, retirement, and employment processing for the entire College. The Employee Service Center (ESC) is a high performing, employee-oriented department under Finance and Administration focusing on quality, productivity, standards, and customer service.

## 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. Manage and direct the activities of the department and sub-departments.
2. Oversee budgeting, accounting, and financial reporting activities for assigned department.
3. Ensure compliance with College policies and state and federal laws in regards to payroll, benefits, employee wellness, retirement and employment processing.
4. Supervise employees, including prioritizing and assigning work.
5. Identifies and assesses current and future organizational needs through process analysis and collaboration with senior management to meet College objectives.
6. Oversee employee hiring, corrective action, disciplinary and termination recommendations as necessary.
7. Coordinates, provides, and encourages training for faculty and staff in regards payroll, benefits, employee wellness, retirement, and employment processing.
8. Direct and supervise the collection and review of data and the preparation of a variety of reports, statements, and communications.
9. Participate in special studies and recommending improvements to department practices, policies, and processes.
10. Participates in executive, management, and company staff meetings and attends other meetings and seminars.
11. Participates in professional development and continual learning in order to identify trends relating to payroll, wellness, benefits, retirement and HR.
12. Develop appropriate metrics and tracking mechanisms to measure overall department effectiveness and individual programs.
13. Collaborates with other departments as necessary in order to meet college objectives and goals.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of human resources principles and practices
3. Knowledge of administrative procedures and practices.
4. Skill in people leadership and supervision.
5. Skill in effective communication (both written and oral).
6. Skill in independent decision making.
7. Skill in positive productive, and flexible customer service.
8. Skill in budget/resource management.
9. Ability to develop and maintain effective and positive working relationships.
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.

## Supervision:

- Executive Level Leadership. Supervises work of other managers, including planning and reviewing work.

## 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.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Governance, Institutional Policy, and Legislation: Allows impact on the guidelines that determine how the College operates.
- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

### Minimum Qualifications:

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

- Master's degree in Accounting, Finance, Business Administration, Human Resources, or a closely related field.
- Eight (8) years of related experience in Benefits Administration and/or Payroll Processes and Regulations
- Six plus (6+) years of related experience with supervisory experience preferred.
- 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 remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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