

Job Description

Position Title: Faculty Resource and Service Center (FSRC) Supervisor

Job Family: Faculty Affairs

Job Level: Supervisor

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

Reporting to the Assistant Vice Chancellor of Academic Resources and Services, the Faculty Resource and Service Center (FSRC) Supervisor oversees the day-to-day operations of the five campus-based and virtual FSRCs to ensure that faculty and staff instructors have access to technology, resource assistance, and physical workspaces. This position supervises FSRC center staff, including setting expectations of individual and team performance, training, assigning and evaluating work, and ensuring coverage at all physical and virtual locations. The supervisor will be housed in the FSRC and is expected to provide direct support to faculty alongside the team.

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. Supervises the daily operations of the FSRCs to ensure high-quality services to support the College's adjunct and full-time faculty.
2. Supervises FSRC staff, including setting expectations for individual and team performance, training, assigning work and work locations, hiring, and evaluating work.
3. Ensures staff are trained and proficient in using the College's learning management system (LMS) and other instructional technologies.
4. Assists the AVC in monitoring the department's operational budget for faculty services, supplies, and copy centers across multiple locations. Prioritizes, reconciles, and follows college procedures for purchases and service agreements.
5. With support from the AVC, responds to questions, provides guidance on college policy and procedures, supports their consistent application, and identifies opportunities to improve Center services and operations.
6. Assist in staffing and providing support for faculty at the FSRCs.
7. Monitors team operations to ensure consistent service delivery and identifies appropriate professional development opportunities to support staff effectiveness.
8. Develops and maintains effective communication strategies for all stakeholders regarding FSRC services, resources, and processes.
9. Serves on the Academic Resources & Services leadership team and collaborates with ARS members, and other college stakeholders.
10. May represent the Faculty Services and Resource Centers on department and cross-functional committees and collaborate with ARS colleagues to support other ARS initiatives.
11. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of advising and counseling practices
3. Knowledge of managerial and supervisory skills.
4. Skill in organization, coordination, and management
5. Skill in people leadership and supervision
6. Skill in team building
7. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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.
- Student Success: Allows 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.

- Bachelor's degree in Education or a closely related field of study required.
 - Three (3) to Five (5) years of related experience required
 - Five plus (5+) years of related experience preferred.
 - One (1) to 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 remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport 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:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License