

Job Description

Position Title: Supervisor, Scheduling and Contracts

Job Group: Academic Affairs

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Scheduling and Contract Supervisor manages operations for the Scheduling and Contracting division. The Scheduling and Contract Supervisor provides oversight to the daily operations related to the logistics of scheduling, contracts and classroom space utilization. The Scheduling and Contract Supervisor provides professional-level supervisory duties in prioritizing and assigning work to employees, reviewing work and ensuring quality standards, training staff and overseeing their productivity.

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. Prioritizes and assigns work, conducts performance evaluations, trains staff, and recommends hiring, disciplinary actions, and termination of staff. Approves requested leave of staff.
2. Develops systems, processes, and procedures to improve and ensure quality of work. Monitors procedures to ensure consistency in compliance with all College, State, Federal, and guidelines.
3. Manages the development of operational policies and establishes goals and objectives. Creates and implements department's Scheduling goals and metrics.
4. Maintains current knowledge of software used in the scheduling and contract processes, and ensures that new updates are properly implemented, and that employees in and outside of the unit are trained how to use applicable software.
5. Serves as the technical administrator for the Ad Astra scheduler software (room optimizer), responsible for total oversight, performs technical analysis and operations. Performs end-user training, maintenance and troubleshooting within the system. Provides feedback and works with Ad Astra consultants.
6. Uses critical thinking and decision making to evaluate and resolve technical issues and determine when to import/export data. Provides creation and oversight of term parameters to ensure efficiency of banner import data. Monitors imports and exports on a daily basis.
7. Provides ongoing training and support, particularly during implementation and upgrades of Ad Astra modules, including creating the feedback loop from the front-line staff to management to improve college behaviors.

8. Participates in ongoing implementation and evaluation of Ad Astra (scheduling software) modules, including platinum analytics.
9. Measures the quality of levels of services provided. Collects, analyzes, and disseminates a variety of information. Prepares related reports and summaries; and makes recommendations based on findings.
10. Investigates and resolves issues impacting scheduling, contracts, and classroom space utilization.
11. Serves as the department's college-wide point-of-contact for conflict resolution, troubleshooting, and policy and procedure interpretation with team and/or other internal stakeholders such as Department Heads, Deans, Administrators, Registrar's Office, ESC, Faculty Qualifications and Hiring, Information Technology, Curriculum, Enterprise Systems.
12. Creates collaborative working relationships with other college units. Organizes partnerships and protocols with various College departments to support faculty.
13. 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 business management and fiscal practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Skill in analyzing data and drawing conclusions.
6. Skill in independent decision making.
7. Skill in people leadership and supervision.
8. Skill in organization, coordination and management.
9. Skill in problem solving.
10. Skill in program development and process improvement.
11. Skill in team building.
12. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

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.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

Minimum Qualifications:

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

- Bachelor's degree in 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 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; 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:

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