

STUDENT SERVICES LAB MANAGER

DEFINITION

Under the direction of the appropriate Dean, Associate Dean or Director, has the responsibility to plan, organize, coordinate, and supervise the daily activities of a Student Services Lab. Ensures maintenance of equipment and software programs and implements established policies and procedures as needed. Provides leadership and works in cooperation with all departments in the development, operation and coordination of the Lab programs to meet the needs of students, faculty, and the College Services Division.

SUPERVISION RECEIVED AND EXERCISED

General direction is received from the appropriate Dean, Associate Dean or Director.

Direct supervision is exercised over all Lab personnel.

EXAMPLES OF DUTIES

Responsible for the daily operation of a Student Services Lab.

Maintain Lab-related specialized programs as needed.

Determines goals, implements established operating procedures and policies for the Lab.

Schedules and coordinates all Lab activities, including evenings and weekends and may include coordinating off-site Lab activities.

Responsible for all phases of Lab activities, statistical reporting, maintenance of data records, as well as budget allocation, procurements, licenses, contracts, and financial accounting including local, state, and federal funds.

Responsible for the implementation of new materials and programs approved by the Divisions. Makes recommendations to the Division and reviews new materials for the Lab.

Ensures the timely maintenance and upgrade of equipment and software programs and all materials necessary for the continuing operation of the lab.

Recruits, interviews, hires, trains, schedules, and supervises all classified and hourly employees as well as student workers.

EXAMPLES OF DUTIES (continued)

Responsible for the Lab security and storage of various materials and records regarding lab usage and fee-based products.

Conducts employee evaluations, resolves personnel issues, holds staff meetings, coordinates vacation schedules and submits pay requests and board reports in collaboration with and in the absence of the Director/Dean.

Serves as liaison with Instructional Technology Division in resolving staffing needs in the classroom/lab and in resolving problem situations with computer networks and equipment.

Responsible for resolving problem situations with staff, students, clients and student employees as well as any issues concerning the facility or Lab security.

Ensures compliance with the Chancellors Office and various support agencies and has responsibility for all financial record keeping, budgeting, policies and procedure compliance for maintaining certification of programs.

Represents the Lab through interaction and support with various campus student service organizations and academic divisions to improve and expand Lab programs and procedures.

May require participation in professional organizations and attendance at local meetings of applicable organizations in support of programs currently used, and to facilitate up-to-date knowledge and "troubleshooting" capabilities.

May organize committee meetings that deal with Lab programs, prepare testing schedules and notices as needed, and furnish necessary information and schedules in cooperation with the Public Information Office.

Prepare information, reports and presentations as requested for other divisions, and college services.

Performs additional duties as requested.

QUALIFICATIONS

Knowledge of:

State and federal guidelines and regulations.

Management methods and skills necessary for supervision and training.

Word processing, spreadsheet and database utilization, procurement follow-through, financial record keeping and office management procedures.

QUALIFICATIONS (continued)

Ability to:

Plan, develop, apply and explain rules, regulations, policies and procedures.

Understand, interpret and apply applicable regulations and program procedures.

Ability to supervise, provide training and direct others.

Work independently on various assignments requiring special skills and knowledge.

Maintain data security and integrity and financial accounting records.

Ability to communicate clearly and concisely both orally and in writing with students, staff, faculty, outside agencies and the public.

Effectively provide technical assistance and staff development.

Use critical thinking skills to troubleshoot center difficulties and make decisions in problem situations.

Maintain schedules and staffing in support of evening, weekend and various special activities for students and the community.

Establish and maintain cooperative and effective working relationships with others.

Gather and compile statistical and financial data, including analysis to make appropriate recommendations.

EMPLOYMENT STANDARDS

Minimum Requirements:

B.A./B.S. degree from an accredited college and three years supervisory work experience preferably in a Student Lab environment.

Desirable Qualifications:

Familiarity with Student Lab services in area assigned, computer assisted instruction and assessment.