



## Associate Dean, Instructional Support Services

### Classified/Management Range: 21

Board Approved: 06/12/2025

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*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

### SUMMARY DESCRIPTION

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Under the general direction of the assigned administrator, the Associate Dean of Instructional Support Services provides visionary leadership and coordinates college-wide initiatives to improve instructional support programs and services. This role ensures that programs are learning-centered, culturally responsive, and aligned with the college's commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA), while maintaining compliance with state and federal regulations and supporting institutional budgetary goals. The Associate Dean oversees the Library, Tutoring Centers, Distance Education, Open Educational Resources (OER), Zero Textbook Cost (ZTC) degrees, and the Honors Program, and collaborates with Student Services on dual enrollment processes. This position also supervises faculty and classified staff, ensuring all services foster inclusive excellence and advance student success across diverse populations.

### REPRESENTATIVE DUTIES

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*The following duties are typical for this classification.*

1. Provides strategic leadership and oversight for the Library, Tutoring Centers, Distance Education, and Honors Program, ensuring continuous improvement of services that support student-centered learning and reflect the college's commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA). Assesses local and national trends to identify and implement culturally responsive programs that meet the evolving needs of a diverse student population.
2. Provides leadership in the development, implementation, promotion, and assessment of innovative instructional support programs, including Open Educational Resources (OER) and Zero Textbook Cost (ZTC) pathways. Oversees related grant activities and reporting, ensuring these initiatives are grounded in evidence-based best practices that advance student access, success, and equity.
3. Collaborates with Student Services and other campus partners to plan, implement, and evaluate dual enrollment, tutoring, Honors, and distance education initiatives. Works with appropriate personnel to recommend and develop new programs that enhance student success, retention, and persistence across instructional support services.
4. Oversees the hiring of adjunct faculty and hourly support staff, adhering to District employment policies. Works with the Vice President of Instruction to provide effective orientation and progressive in-service training for administrators, faculty chairs, and the faculty and staff.
5. Leads and collaborates on college-wide initiatives to improve instructional support programs and services by integrating evidence-based best practices in remediation and persistence. Works with faculty, staff, and administrators to advance division goals that promote equitable outcomes and reflect the college's commitment to DEIA.
6. Addresses and resolves student, staff and faculty complaints and grievances on both an informal and formal basis, following adopted district procedures.



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7. Supervises and evaluates faculty and classified staff as assigned, ensuring high standards of performance and adherence to institutional policies.
8. Assists in the preparation of program review documents and division-wide planning and budgeting priorities, working in consultation with program directors and faculty chairs in accordance with the campus budget process.
9. Stays current with leading instructional technology changes and works to incorporate technology as applicable to classroom curriculum or to the service area.
10. Develops and generates statistical data and reports.
11. Develops and implements accountability procedures and systems.
12. Represents instructional support programs on college and district meetings and committees, ensuring effective communication and information sharing with administrators, faculty, and staff.
13. Provides information to students and to members of a diverse public who may be interested in enrolling in a program or service offered by the programs under supervision.
14. Maintains accessibility and strong lines of communication with students, area faculty and staff and encourages strong intramural relationships.
15. Participates in and attends institutional functions related to instructional and student services programs, including but not limited to convocations, student performances, sporting competitions and other related events.
16. Participates in community events and works with Marketing and Outreach to increase the visibility and viability of the programs under supervision.
17. Upholds professional standards of behavior and ethics in support of the institution's published mission, tenets and values.
18. Performs related duties as required.

### **MINIMUM QUALIFICATIONS**

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

- Principles and practices of higher education leadership, administration, and organizational development.
- Principles and practices of library and information technology including but not limited to best practices regarding academic library collection management, electronic resources, databases, and eBook collections.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Current and developing trends and best practices in instructional support services, including library services, tutoring, distance education, OER, ZTC, and honors programs.



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- Strategies to promote Diversity, Equity, Inclusion, and Accessibility (DEIA) in academic programs and student services.
- Curriculum development, instructional technology, and pedagogical practices that support student retention, persistence, and success.
- Budget development and resource allocation, including grant oversight and compliance.
- Dual enrollment program requirements and collaborative processes between instruction and student services.
- Data collection, analysis, and assessment techniques to support continuous program improvement.
- Collective bargaining agreements, personnel evaluation processes, and district policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations affecting community college operations.

#### **Ability to:**

- Provide visionary, student-centered leadership aligned with institutional goals and DEIA principles.
- Plan, implement, and evaluate instructional support services and programs, ensuring continuous improvement.
- Lead cross-functional teams in developing innovative academic support initiatives.
- Collaborate effectively with faculty, staff, administrators, and community stakeholders.
- Analyze data, identify solutions, and implement recommendations to enhance program success.
- Prepare and present clear, concise oral and written reports to various stakeholders.
- Resolve conflicts and build consensus in a collaborative, respectful manner.
- Demonstrate professionalism, fairness, and integrity in all duties.
- Provide ethical leadership in library, learning, and information technology functions.
- Perform well under pressure, managing deadlines and administrative demands.
- Communicate effectively, implementing directives and instructions clearly.
- Establish and maintain positive working relationships with colleagues and external partners.
- Prioritize tasks, manage multiple projects, and adapt to changing needs.
- Interpret and apply policies, rules, and regulations consistently.
- Represent the college professionally in internal and external settings.
- Serve diverse student populations with cultural humility and commitment to equity.

#### **Education and Experience Guidelines**

##### **Education/Training:**

- A master's degree from an accredited institution.

##### **Experience:**

- One (1) year of formal training, internship, or leadership experience reasonably related to the administrative assignment.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of students and staff, including individuals with varied learning needs and physical conditions.



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### Desired Experience:

- Increasingly responsible experience overseeing one or more library functional areas (e.g. Reference, Instructions, Public Services, Technical Services, etc.) in a college/university or similar library setting, including one (1) year of supervisory experience
- Increasingly responsible experience overseeing one or more instructional support services functional areas (e.g. faculty tutor experience, etc.) in a college/university or similar support services setting.
- Supervisory experience.

### License or Certificates:

- N/A

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with regular interaction with staff, students, and the public.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an 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 amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.