



## **Classification Description**

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**Job Title: Campus/Center Director**

**Pay Grade: Administrator**

**Job Code: 3765**

**FLSA Status: Exempt**

### **Job Purpose**

The Campus/Center Director is the senior administrative representative of the College at an assigned FSW location. In this capacity, the Campus/Center Director works as a local leader and institutional liaison with all divisions and departments of the College including, but not limited to: the President's Office, Academic Affairs, Student Affairs, IT, Operations, Facilities, Maintenance, Auxiliary Services, Risk Management, FSW Police, and the FSW Foundation.

The Campus/Center Director fulfills this role through frequent communication, skilled coordination, positive partnerships, and ongoing advocacy for the assigned campus and/or center with all internal and external stakeholders.

This position monitors day-to-day activities and assists in the implementation of the institution's strategic plans, goals, priorities, initiatives, and events to ensure efficient and effective operations, as well as a high level of professionalism and service.

The Campus/Center Director leads efforts to build a healthy community at the assigned FSW location through professional development, teamwork, and care for students, faculty, and staff. This is a College Administrator on annual contract position.

### **General Responsibilities**

#### **Essential Functions**

Convenes regular campus/center leadership meetings to communicate important information, and to build a climate of operational excellence, professional integrity, and service to students, the College, and the community.

Serves as the senior administrative representative on campus for any critical incident or emergency until relieved by a supervisor, cabinet member, or on-scene commander from the FSW Police Department or a county/state/federal emergency services agency. Serves as a site liaison for the FSW Emergency Management Team.

Attends the annual Risk Management Storm Team Training and ensures that Campus Storm Team loss documentation duties are fulfilled in the event of storm damage.

## CAMPUS/CENTER DIRECTOR

Manages and resolves routine problems, complaints, conflicts, and issues that occur on campus in close coordination with the appropriate College-wide managers, administrators, and other stakeholders.

Facilitates effective and efficient campus/center operations including evening and weekend activities. Ensures that service tickets are entered for repairs, maintenance, and janitorial items when they are discovered.

Assesses needs and identifies opportunities on an ongoing basis for the campus/center and communicates this information to the appropriate FSW personnel.

Recommends operational protocols and policies to foster innovation, quality, continuous improvement, and growth of the campus/center in support of the institution's mission and priorities.

Reviews weekly reservation reports to be familiar with events scheduled on campus and serves as the point of contact to help resolve any issues with rooms, equipment, or technology.

Welcomes new employees and assists with orienting them to the necessary facilities, resources, personnel, and procedures at the assigned campus or center.

Hosts tours of the campus/center as directed for College Trustees, business partners, legislative representatives, school district administrators, special guests, parents, students, and other visitors.

Provides proactive recommendations to the Academic Deans to aid in their development of optimal class schedules which promote student access, progression, retention, and completion.

Assists faculty and academic administrators with routine administrative processes such as room changes, office assignments, resolving equipment and IT problems, informing students of cancelled classes, and distributing information, equipment, and supplies.

Monitors Smart Market and vending machines to be sure that they are stocked and operational. Communicates and escalates issues and concerns to Auxiliary Services for resolution.

Notifies Risk and Contract Management of any potential liability exposures at the assigned campus/center and transmit photos, as needed, to the FSW Risk Management Office.

Monitors enrollment data, student surveys, and other key reports to recommend and implement continuous improvement initiatives in collaboration with the appropriate departmental supervisors.

Collaborates in the development and implementation of programs, events, and initiatives designed to attract, recruit, and retain students, including special events on campus and visits to community organizations, agencies, and schools.

Facilitates service delivery for special populations and programs including, but not limited to, Dual Enrollment, Collegiate High Schools, Veterans, Adult Students, Workforce Programs, Baccalaureate Programs, and the Honors Program in support of the institution's vision, mission, and strategic priorities.

## CAMPUS/CENTER DIRECTOR

Coordinates, as needed and requested, with other departments to track the utilization of key services including admissions, new student orientation, assessment, advising/scheduling, registration, fee payment, financial aid, dual enrollment, and student organizations/student government.

Collaborates with other administrators and staff members in Student Affairs to serve, connect, develop, and retain students through vibrant student life programming, organizations, and activities.

Facilitates the delivery of CARE services, adaptive services, community standards/conduct cases, and other student activities and services, as needed. Serves as the chief advocate for students at the assigned location.

Serves, as needed and requested, on hiring committees to support the recruitment and retention of highly-qualified staff for the assigned campus/center.

Contributes, as needed, with campus/center staff to annual unit planning and self-assessment processes by providing feedback and recommendations in support of institutional strategic plans, goals, and objectives.

Represents the College, as directed, on local, state, and national committees and organizations whose activities are aligned with the mission of the College.

Ensures campus/center compliance with higher education law, Florida statutes and rules, accreditation requirements, and College policies such as, but not limited to: Title IX, FERPA, and ADA.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher education in Educational Leadership, Student Personnel Services, or in a specialization related to the position.

Five (5) years of full-time professional work experience in higher education in a leadership role with a knowledge and appreciation for the role of both Student Affairs and Academic Affairs within the College.

Proven successful communication, organizational, management and leadership skills.

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Demonstrated ability to interact in a positive manner with diverse populations and varying education levels of students, faculty, staff, and the public.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

## CAMPUS/CENTER DIRECTOR

- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: April 17, 2023. Revised: February 7, 2024