



Job Title: Instructional Support Manager

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 113
FLSA Status: Exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position oversees, directs, and provides educational support services in an assigned area. Responsibilities include: managing other instructional support staff; determining instructional support schedules and priorities; developing, scheduling, and implementing programs and activities that support the institutional or academic area's goals; preparing and managing a budget; applying for grants; and supervising assigned personnel.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
- Coordinates and assists in the development, implementation, and supervision of instructional support goals, objectives, support services, training programs, assessments, activities, and/or other applicable program initiatives.
- May participate in the development and presentation of educational programs and offerings.
- Prepares, reviews, interprets, and analyzes a variety of information, data, applications, contracts, agreements, test results, forms, records, assessments, business correspondence, and reports; makes academic recommendations based on findings.
- May ensure the ongoing support of the technical, information and academic needs of the College of Business including: managing a small library collection; providing classroom support, out of classroom support, and workshops; providing information research instructions; furnishing video editing and publishing; orienting new students; administering software subscriptions; and tutoring business subjects.
- May lead the grant-funded instructional support program for students enrolled in covered health programs at the College; assess needs of students; align support to meet those

needs to foster student confidence, independence, and success; and partner with grant area.

- Responds to requests for information from faculty, staff, students, outside agencies, and community regarding academic or instructional programs; researches and resolves issues, complaints, and/or other related problems
- Serves as a liaison with employees, students, and external organizations; represents the College at a variety of meetings, career events, public events, workshops, training sessions, on committees, and/or other related events.
- Assists in adopting course textbooks and coordinating with bookstore.
- Develops, implements, and maintains technological projects.
- Develops and maintains online student resources and frequently communicates to students about availability of support and services.
- Prepares and administers budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.
- May chaperone students to national events.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Master's degree; five (5) years of related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervisory principles;
- Program coordination principles and practices;
- Academic program offerings;
- Customer service principles;
- Budgeting principles;
- Applicable federal, state, and local laws, rules, regulations, codes, and/or statutes;
- Advanced principles and practices in assigned area of responsibility;
- Testing procedures and policies;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Analyzing processes, programs, and procedures and making recommendations for improvement;
- Coordinating activities and/or programs;
- Providing customer service;
- Preparing and maintaining records and reports;
- Monitoring budgets;
- Compiling and maintaining data and information;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Monitor and evaluate assigned workers;
- Delegate and prioritize work; and
- Interpret and apply applicable standards, laws, rules, and regulations.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Health licenses if required for specific position.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	<u>X</u>
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.		Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	<u>X</u>
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.