TOMPKINS CORTLAND COMMUNITY COLLEGE

SUMMARY

This position manages process operations in the Provost's Office and provides analytics and report-writing support for strategic initiatives and institutional research projects. This position supports the Provost's Office and is responsible for the following: managing and streamlining the processes, data needs, and systems related to contract generation for the Office; providing data, logistics, and systems support for the creation of the College schedule; maintaining intake and dissemination systems for teaching observations and student evaluations as well as related software, and system streamlining for these processes; assisting with Middle States accreditation, assessment, program review, grants, and strategically important surveys of the Provost's office through report writing, data consolidation, data report preparation and other efforts as needed. Their work includes having a thorough understanding of all the contractual provisions of appropriate labor contracts and incorporating them in various processes on an annual cycle, providing related analytics, and additionally providing confidential data for purposes of management matters such as collective negotiations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Production and implementation of processes for accurately issuing all adjunct faculty contracts, full-time faculty-related overload contracts, and other miscellaneous contracts from the Provost's office. This will include maintenance of information pipelines for the processes currently in place for contracts, monitoring the efficacy of the systems through regular data checks, and creating new systems in collaboration with related offices such as Human Resources (HR), Institutional Research (IR) and Information Technology (IT) as needed. This work will require having a thorough understanding of all the contractual provisions of appropriate labor contracts. Close coordination with the administrative assistant in the Provost's office will also be required to help with related data entry tasks. Report creation and data analytics for relevant labor contracts will also be provided from this work.

2. Maintain an updated procedures manual and data dictionary for all the key processes and data definitions related to contract generation. This includes an annual process timeline that consists of an analysis of the process and updates regarding efficacy and system changes needed.

3. Update and maintain promotion and other personnel information for adjunct faculty in close coordination with the Associate and Assistant Provosts, the administrative assistant of the Provost's office, and the Human Resources Office.

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Academic Affairs Operations Manager	Management Confidential	2 of 3

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4. Create a bi-annual report on teaching observations and evaluations that are needed based on all contractual obligations for the Provost's office. Coordinate, review, maintain, and streamline systems for the intake and dissemination of all of the teaching observations received and conducted by the Provost's office, and oversee contract generation related to this task as needed. Update and maintain related personnel records once the observations are complete. This task will require working with department chairs and the Provosts (i.e., Provost, Associate Provost, and Assistant Provost).

5. Support the creation of the College schedule by creating data summaries, surveys, and reports related to scheduling and other tasks related to assisting the Associate and Assistant Provosts in the scheduling process. Help maintain an annual calendar for the entire life cycle of this process and ensure task timeliness with all the stakeholders involved. Coordinate with the administrative assistant of the Provost's office to ensure accurate data entry of the schedule into the student information system in a timely fashion. Manage related email communication and update workflows accordingly.

6. Create data reports, charts, and written reports regularly to support academic program analysis and review process in conjunction with the IR office and in consultation with the Provosts.

7. Support the assessment process at the College by creating data reports or summaries as needed in close collaboration with the Provosts.

8. Help maintain document repositories in support of the Middle States Review process and help provide support to all accreditation-related tasks as needed by providing written and data summaries and supporting any Middle States Review committees in helping catalog materials.

9. Maintain an active repository of all position descriptions and credentials needed for adjunct and full-time faculty postings from the Provost's office to ensure compliance with accreditation standards and best practices and assist in writing these as needed.

10. Provide grant support by providing written or data summaries as the Provosts need.

11. Provide chart creation, data summary, and report summary supporting surveys implemented by institutional research or other offices.

12. Maintain systems and ensure efficient and timely deployment and dissemination of student-generated teaching evaluations using appropriate teaching software. Create data summaries for review by department chairs and provosts.

13. Prepares documents directly related to labor and management matters.

14. Support other tasks from the Provost's Office as needed.

15. This position may supervise student workers.

16. Support the Provost's office in time card approval for employees.

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SUPERVISION

Types Supervised (check each category):

_____ Classified Staff
_____ Administrative
_____ Faculty
_____ Adjunct Faculty
_____ Students

Indicate the number in each category:

_____ # of Classified Staff
_____ # of Administrative
_____ # of Faculty
_____ # of Adjunct Faculty
_____ # of Students

MINIMUM QUALIFICATIONS

Bachelor's Degree and five years of relevant work experience. Proficiency in written communication, data collation, and data summary/analysis creation using Word, Excel, PowerBI/Tableau, or other applicable systems. Ability to stay current with all related software. Experience or training in SQL.

DESIRED QUALIFICATIONS

Master's Degree and five years of experience in Higher Education administration. Experience with report writing, grant writing, and presentations related to higher education.