

## FACULTY HIRING PRACTICES

Faculty recruitment is accomplished at the individual school level. The school Director is responsible for the recruitment of faculty. Generally, the process for hiring faculty is left to the discretion of the Director. Standard methods of recruitment include traditional newspaper job listings as well as Internet recruiting on external job boards such as TruStar Solutions and Careerbuilder.com. The Director is provided job descriptions for the positions of dean, instructor and school chairs that detail the qualifications required for each position. Naturally, ITT Technical Institute faculty qualifications strictly adhere to ACICS criteria in addition to any specific state requirements for faculty instructing in associate's and bachelor's degree programs. Enclosed are copies of the job descriptions for Director, dean, school chair, and faculty, as well as, the ACICS criteria for faculty.

The qualifications for the online instructor are no different than the resident instructor. Credentials are the same as any other program requirements by our policies and accreditation standards. The ITT/ESI online delivery initiative uses a multi-staged process to select the most qualified individuals to teach online courses at ITT Technical Institutes. Utilizing the Internet and a 3rd party provider to source and pre-screen potential applicants, ITT/ESI receives only those applicants that most closely match established criteria. This process allows for the efficient implementation of the process described below.

**Stage One** - The Human Resources Department and ITT/ESI program managers review all resumes.

**Stage Two** - All candidates meeting qualifications receive an initial interview by Human Resources Department or program manager designed to confirm:

- Academic credentials
- Online teaching experience
- Online curriculum development experience
- Academic advising
- Faculty mentoring
- Level of comfort with technology

**Stage Three** - Qualifying candidates receive a second interview by the program manager designed to cover:

- Expectations of ITT faculty members
- The role of the faculty member as a student services team member
- Student centered philosophy of teaching
- Teaching experience, courses taught
- Philosophy of teaching
- Teaching in the virtual environment
- Student contact in the online environment
- Time and expectation management for students

**Stage Four** - Transcript review by the program manager to verify degree conferred, accreditation status of conferring institution, and eligibility to teach particular courses

**Stage Five** - Potential Course Assignment. If the candidate is an employee of a specific ITT Technical Institute, the dean of that school is contacted by the ITT/ESI program manager in order to determine the qualifications of the candidate. Based on the information received potential course assignments are made. If the candidate is not associated with an ITT Technical Institute, potential course assignments would be made based on educational credentials.

**Stage Six** - Faculty Orientation. All candidates are required to attend and successfully complete the facilitated Online Faculty Orientation Program described above prior to receiving an employment offer.

**Final Stage of Candidate Selection** - The program manager recommends employment offer and the dean of online studies reviews and approves/disapproves employment offer. Before courses start an employment offer is made, course(s) assigned, mentor assigned, professional development plan is reviewed, official copies of academic credentials are obtained and any other employment paperwork is completed.

The institution provides a mandatory, facilitated faculty training program specifically related to teaching in an online environment. The training includes an orientation to the delivery platform, program overview, policies and procedures and course syllabi. This training includes an emphasis on faculty development in the online environment and provides an on-going set of activities and resources devoted to communicating with students and improving academic performance and student satisfaction. The two-week training/orientation includes the following major topics:

- Developing a Community of Online Learners
- How Adults Learn and Use Knowledge
- Communication Strategies & Techniques
- Collaboration Methods
- Diagnosing Problems Learners Have With Technology
- Electronic Instructional Methodologies
- Evaluation Techniques

Instructors also have access to the ITT Technical Institute Virtual Library and all of its resources. The Virtual Library currently houses three discussion forums targeted to specific staff groups. Additional groups are being developed for faculty. The discussion forums offer directors, deans and learning resource center employees an easy and convenient way to communicate with colleagues regarding questions, issues, procedures, concerns and activities. The forums are moderated and serve as up-to-date conduits of information. Staff resource areas are being developed to deliver training materials, newsletters, collections of recommended Web links, bibliographies, file downloads and events calendars.

A faculty-mentoring program is in production that will aid in the professional development of ITT Educational Services, Inc (ITT/ESI) online faculty members. After completing the

mandatory online faculty-training program mentioned above each new faculty member will be assigned a single course and a "seasoned" mentor that has demonstrated ITT Technical Institute online teaching experience to help with the day-to-day activities associated with teaching online for an ITT Technical Institute.

Prior to being given a teaching assignment each faculty member is required to present a Professional Development Plan that includes activities designed to keep our faculty members at the forefront of their field. Progress toward each of these activities is required to be reported each term.

A minimum of two faculty meetings will be held each term to keep all online faculty abreast of any changes/new developments and to allow for the exchange of ideas to enhance ITT Technical Institute student service functionality

**JOB TITLE:** Director**DATE:** June 10, 2008**REPORTS TO:** District Manager**SALARY GRADE:** 16-18**DEPARTMENT:** Operations**FLSA CLASSIFICATION:** Exempt**GENERAL SUMMARY:**

Responsible for the overall direction and operation of a college within ITT/ESI to achieve optimum growth potential and profit by delivering quality educational programs and services.

**DUTIES AND RESPONSIBILITIES ( \* Essential Functions)**

1. \* Responsible for the total Profit & Loss of assigned college. Plans, organizes and administers operations.
2. \* Develops the college's business plan and operating budget in collaboration with the college management team, the Chairs and Program Chairs. Manages budgeting/forecasting process, expense control, capital planning, and ensures profitability.
3. \* Ensures that college management team takes timely and proper action relative to the curriculum process, recruitment activities, career services support, financial management, academic affairs and facility improvements.
4. \* Fosters collaboration between ITT/ESI colleges.
5. \* Guides employees and collaborates with the college management team, the Chairs and Program Chairs to ensure compliance with corporate policies and procedures, ethical practices, and the guidelines of government and accrediting organizations.
6. \* Provides leadership, direction, motivation and supervision of direct reports.
7. \* Facilitates the coaching and mentoring of employees for professional growth in collaboration with the college management team, the Chairs and Program Chairs. Provides timely, specific and constructive feedback.
8. \* Screens, interviews and hires managerial level employees.
9. \* Serves as Local Ethics and Compliance Officer responsible for distributing standards; ensuring appropriate ethics and compliance communication and training; conducting, monitoring and responding to audits; assisting with the investigation and resolution of Alert Line calls and student complaints.
10. \* Ensures the safety and security of the college's employees, students, records, physical assets and facility.
11. \* Oversees the college's public relations program. Ensures the college and its personnel are involved with relevant groups and associations as well as being actively involved in the community.
12. \* Functions as the Student Disability Coordinator (also known as the Section 504 Coordinator) and the Title IX Coordinator.

*Must be able to perform all of the essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:*

- Hear, see, and speak to effectively communicate in person and by telephone with supervisors, employees, corporate personnel, school personnel and external contacts.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Travel occasionally in a safe and expeditious manner to off-site locations, including overnight travel.
- Work full time and maintain regular and predictable attendance. Able to work evenings and weekends.

**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

Education.

Bachelors degree from an institution accredited by an accrediting agency recognized by the US Department of Education. A Masters degree is preferred.

Qualitative and quantitative educational administration experience.

At least 5 years of progressively responsible experience in education or related experience; at least 2 of those years in a supervisory role.

Strategic management skills.

Possess knowledge and ability to develop multi-year strategic marketing plans and programs. Maintain in depth knowledge and ability to administrate all activities related to the operation of a college.

Superior interpersonal and communication skills.

Possess excellent interpersonal, influencing and collaboration skills. Experience in organizing and writing reports and presentations of a technical nature. Experience in presenting results to all levels of management. Able to work with a variety of disciplines and levels of the organization.

Computer skills.

Efficiently utilize a personal computer and related software including Microsoft Office and the Internet.

Knowledge of principles, practices, procedures and governmental regulations as it pertains to the field of specialty.

Able to provide examples of situations which need rule interpretation and application. Proven experience in performing inductive and deductive reasoning to combine pieces of information to form general rules or conclusions and then apply those rules to specific problems to produce answers.

Creative, innovative, problem solving skills.

Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercising critical thinking, problem solving, and judgment skills. Excellent ability to analyze risks and identify ways to mitigate those risks.

Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.

Proven track record of project completions on time and within budget or other constraints.

Effectively and efficiently supervise assigned personnel.

Demonstrated leadership skills including experience in supervising employees including assigning work, training employees, and conducting job performance reviews. Able to recruit, interview and hire new employees for the assigned area.

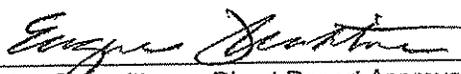
Work independently and with minimal supervision while maintaining a high level of quality work product and output.

Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.

Interact in a cooperative and professional manner with others, work in a team environment.

Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*



Operating Committee or Direct Report Approval

DATE: 6/24/08



HR/Compensation Approval

DATE: 6/24/08

**JOB TITLE:** Dean**DATE:** June 10, 2008**REPORTS TO:** College Director**SALARY GRADE:** 14-16**DEPARTMENT:** Academic Affairs**FLSA CLASSIFICATION:** Exempt**GENERAL SUMMARY:**

Provides leadership for the academic objectives, plans and programs of a college within ITT/ESI. Delivers quality education by ensuring that the academic curricula, instructional methods and materials, and the learning environment foster student learning and organizational outcomes. Responsible for maximizing the successful retention and graduation of enrolled students. Delivers results consistent with approved operating plan and in compliance with corporate policies and procedures, ethical practices, and the guidelines of government agencies and accrediting organizations.

**DUTIES AND RESPONSIBILITIES (\* ESSENTIAL FUNCTIONS)**

1. \* Delivers quality education by managing ITT Technical Institute academic resources, ensuring proper instruction and delivery of curriculum materials, managing the learning environment, and facilitating the use of the organization's learning methods and materials.
2. \* Leads and manages the Academic Affairs department by hiring, training, mentoring, developing and evaluating quality faculty and staff as well as facilitating resource scheduling and utilization. Facilitates the hiring of program faculty as recommended by Chairs and Program Chairs.
3. \* Directs and evaluates the achievement of student performance objectives. Performs attrition analysis and directs the college's retention program.
4. \* In cooperation with the college leadership team, Chairs and Program Chairs, creates academic goals and objectives for the college's Institutional Effectiveness Plan. Develops and coaches staff in the achievement of goals and objectives.
5. \* Ensures corporate, state and regulatory compliance within Academic Affairs by staying abreast of regulations, ensuring understanding and compliance within department staff, and providing proper and timely documentation to support regulatory compliance.
6. \* Provides quality student services by ensuring proper and timely orientation, providing academic support to enable student academic success, and advising and documenting students on academic issues.
7. \* Ensures customer satisfaction by understanding student and employer needs, analyzing customer feedback, student retention, staff retention, graduation rates, and satisfactory student progress and other compliance and organizational metrics and goals as well as implementing appropriate improvement initiatives.
8. \* Facilitates the establishment of advisory committees by faculty's affiliation with professional organizations to ensure curricula are compatible with employer needs.
9. \* Performs attrition analysis and directs the college's retention program.
10. Participates in the development of the college's business plan and budget.

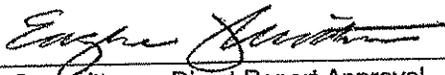
*Must be able to perform all of the above essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:*

- Hear, see, and speak to effectively communicate in person and by telephone with supervisors, employees, corporate personnel, school personnel and external contacts.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Work full time and maintain regular and predictable attendance. Able to work hours that support day, evening and weekend school operations.

**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Education.  
Masters degree in a related area degree from an institution accredited by an accrediting agency recognized by the US Department of Education.
2. Qualitative and quantitative educational experience.  
At least five years relevant experience, two of those years in a supervisory capacity. Must have three years experience in post-secondary education at an accredited institution. Experience working with accrediting and regulatory agencies preferred.
3. Superior interpersonal and communication skills.  
Experience in organizing and writing reports and presentations. Able to interact with all levels of management, employees and students. The ability to utilize different methods and mediums to deliver material. Excellent verbal and written communication skills as well as planning, organizing and delegation skills.
4. Computer skills.  
Efficiently utilize a personal computer and related software including Microsoft Office, course management system software, and internet proficiencies.
5. Effectively and efficiently supervises assigned personnel.  
Skilled in recruiting, interviewing and hiring new employees. Experience in supervising employees with ability to assign work, train employees, and conduct job performance reviews. Able to foster a positive and productive work environment with ability to lead, build teams and motivate staff.
6. Creative, innovative, problem solving skills.  
Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.
7. Flexibility.  
Demonstrates a willingness to adapt and maintain a positive orientation to change and to learn new methodologies, technologies and systems.
8. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.  
Proven track record of project completions.
9. Work independently and with minimal supervision while maintaining a high level of quality work product and output.  
Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.
10. Interact in a cooperative and professional manner with others, work in a team environment.  
Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*



Operating Committee or Direct Report Approval

DATE: 6/24/08



HR/Compensation Approval

DATE: 6/24/08

**Job Title:** Associate Dean

**DATE:** January 29, 2009

**Reports to:** Dean

**SALARY GRADE:** 13

**Department:** Academic Affairs

**FLSA CLASSIFICATION:** Exempt

### GENERAL SUMMARY

The Associate Dean promotes ITT Technical Institute's mission by providing academic leadership and assisting the Dean with the day-to-day management of the campuses' Academic Affairs department including library services.

### DUTIES AND RESPONSIBILITIES

1. Collaborates with the Associate Dean – General Studies, Chairs and Program Chairs to design and delivers faculty training and development programs to ensure quality instruction and outcomes. Maintains records of training and professional development activities.
2. Assists Dean in the creation of academic goals and objectives for the campuses' Institutional Effectiveness Plan. Develops and coaches faculty in the achievement of goals and objectives.
3. Assists the Dean in analyzing attrition data and managing the campuses' retention program.
4. Apprises Dean of the status of initiatives and issues relating to instructional staff, students or curricula.
5. Conducts classroom observations as directed by Dean and completes documentation of findings.
6. Assists the Dean, Associate Dean – General Studies, Chairs and Program Chairs in the recruitment, interviewing and selection of faculty and staff.
7. Coordinates new faculty orientation. May facilitate the orientation.
8. Assists in resolving faculty and student concerns.
9. Stays abreast of education, technical and instructional methodology advancements, as well as changes in policies and procedures. Maintains proper and timely documentation to support regulatory compliance.
10. Facilitates the academic advising of students regarding academic objectives in collaboration with Associate Dean – General Studies, Chairs and Program Chairs.
11. In the absence of the Dean, may supervise the activities of faculty and staff of the Academic Affairs Department.
12. Teaches 4 to 6 course sections each quarter and performs all of the essential functions of an Instructor. (Associate Deans in schools with more than 900 students are not required to teach).
13. May manage academic support services such as tutoring and remediation programs.
14. Promotes student enrollment growth in assigned school of study by participating in the campuses' re-entry program, implementing retention initiatives, attending campus events, and involvement in community and professional organizations and events.

*Must be able to perform all of the above essential job functions. These essential job functions require the exercise of independent judgment and discretion with respect to matters of significance and the ability to be mobile within the office and/or work area. These essential job functions also include the following job duties, responsibilities, abilities, competencies, knowledge and/or experience to:*

- Effectively communicate in person and by telephone with supervisors, direct reports, employees, corporate personnel, school personnel, prospective students and external contacts.
- Read and understand written documents.
- Communicate information and ideas in written or electronic form in order for others to understand.
- Present material in order to communicate information and ideas so others will understand.
- Work full time and maintain regular and predictable attendance. Able to work hours that support day, evening and weekend school operations.

**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Education.

Masters degree in a related area from an institution accredited by an accrediting agency recognized by the US Department of Education.

2. Qualitative and quantitative educational experience.

At least three years teaching experience in post-secondary education at an accredited institution. Formal training/education in instructional methodology. One year supervisor experience preferred.

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3. Superior interpersonal and communication skills.

Possess strong interpersonal skills such as:

- \* the ability to build cooperative relationships by being perceptive of others' reactions and understanding why they react as they do.
- \* selling or influencing others—convincing others to change their minds or actions.
- \* ability to utilize different methods and mediums to deliver professional development material.

4. Computer skills.

Efficiently utilize a personal computer and related software including Microsoft Office, course management system software, and internet proficiencies.

5. Creative, innovative, problem solving skills.

Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.

6. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.

Proven track record of project completions.

7. Work independently and with minimal supervision while maintaining a high level of quality work product and output.

Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.

8. Interact in a cooperative and professional manner with others, work in a team environment.

Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

  
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Operating Committee or Direct Report Approval

DATE: 1/29/09

  
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HR/Compensation Approval

DATE: 1/29/09

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**Job Title: Associate Dean—General Studies****DATE:** January 29, 2009**Reports to:** Dean**SALARY GRADE:** 13**Department:** Academic Affairs**FLSA CLASSIFICATION:** Exempt

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**GENERAL SUMMARY**

The Associate Dean, General Studies promotes ITT Technical Institute's mission by providing effective management of general studies instruction, assessment, faculty training and professional development at a campus. The Associate Dean, General Studies supervises general studies faculty and supports students in general studies areas at a campus.

**DUTIES AND RESPONSIBILITIES**

1. Manages general studies curricula and instructional staff at a campus.
2. Ensures proper instruction and delivery of curricula, and ensures that the learning environment meets the curricula requirements.
3. Communicates performance expectations to instructional staff, monitors performance (including conducting classroom observations), analyzes key performance indicators, provides coaching and feedback, evaluates performance and recommends corrective actions. Facilitates faculty concern resolution.
4. Assists Dean in the creation of academic goals and objectives for the campuses' Institutional Effectiveness Plan. Develops and coaches faculty in the achievement of goals and objectives.
5. Makes recommendations to the Dean regarding the selection, retention, and assignment/scheduling of general studies faculty.
6. Assists the Dean in determining classroom equipment and instructional staffing needs.
7. Manages orientation, training and development of general studies faculty.
8. Conducts regular faculty meetings to discuss policies and procedures. Monitors faculty to ensure compliance with policies and procedures.
9. Serves as general studies curriculum resource for students and faculty at the campus.
10. Conducts regular curriculum meetings to inform faculty about new and revised curriculum, courseware, and teaching materials; solicits feedback regarding curriculum.
11. Provides feedback regarding curricula to appropriate curriculum committee. May serve as curriculum content contributor and/or reviewer. Participates in advisory committee and advisory board meetings.
12. Monitors student grades and attendance to ensure accuracy and compliance with policies and procedures.
13. Motivates students to actively participate in all aspects of educational process. Provides academic and failure advising to students and documents in student information system. Notifies Dean about student behavioral issues. Assists with new student orientation and student concern resolution.
14. Coordinates academic support programs; hires and supervises tutors.
15. Promotes student enrollment growth by participating in the campuses' re-entry program, implementing retention initiatives, attending campus events, and involvement in community and professional organizations and events.
16. Collaborates with Director of Career Services to improve graduate employment outcomes in school of study.
17. Teaches a minimum of two (2) course sections each academic quarter and performs all of the essential functions of an Instructor.
18. Completes professional development activities to maintain subject matter expertise in accordance with standards and/or as assigned.

*Must be able to perform all of the above essential job functions. These essential job functions require the exercise of independent judgment and discretion with respect to matters of significance and the ability to be mobile within the office and/or work area. These essential job functions also include the following job duties, responsibilities, abilities, competencies, knowledge and/or experience to:*

- Effectively communicate in person and by telephone with supervisors, direct reports, employees, corporate personnel, school personnel, prospective students and external contacts.
- Read and understand written documents.
- Communicate information and ideas in written or electronic form in order for others to understand.
- Present material in order to communicate information and ideas so others will understand.
- Work full time and maintain regular and predictable attendance. Able to work hours that support day, evening and weekend school operations.

#### **KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Education.

Master's degree required in one of the five general studies subject areas (e.g. Humanities, Composition, Math, the Sciences, and the Social Sciences) from an institution accredited by an accrediting agency recognized by the US Department of Education. Any exception to this requirement must be approved by the Chief Academic Officer.

2. Industry/teaching experience.

Minimum three years teaching experience in post-secondary education at an accredited institution. Demonstrates thorough knowledge of instructional methodology and techniques. Supervisory experience required.

3. Effectively and efficiently supervises assigned personnel.

Skilled in recruiting, interviewing and hiring new employees. Experience in supervising employees with ability to assign work, train employees, and conduct job performance reviews. Able to foster a positive and productive work environment with ability to lead, build teams and motivate staff.

4. Superior interpersonal and communication skills.

Experience in presenting material to all levels of employees or students. Possess strong interpersonal skills such as:

- \* the ability to build cooperative relationships by being perceptive of others' reactions and understanding why they react as they do
- \* selling or influencing others—convincing others to change their minds or actions
- \* ability to utilize different methods and mediums to deliver course material.

6. Computer skills.

Efficiently utilize a personal computer and related software including Microsoft Office, course management system software, and internet proficiencies.

7. Creative, innovative, problem solving skills.

Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.

8. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.  
Proven track record of project completions.
9. Work independently and with minimal supervision while maintaining a high level of quality work product and output.  
Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.
10. Interact in a cooperative and professional manner with others, work in a team environment.  
Past history of developing constructive and cooperative working relationships with others and maintaining them over time.
11. Acquire and maintain licenses if needed.  
Able to obtain and maintain licenses if applicable as required by state or accrediting commissions.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

  
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Operating Committee or Direct Report Approval

DATE: 2/3/09

  
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HR/Compensation Approval

DATE: 2/2/2009

Job Title: Chair

DATE: June 1, 2006

Applies to: School of Specialty

SALARY GRADE: 13

Reports to: Dean

FLSA CLASSIFICATION: Exempt

**GENERAL SUMMARY:**

Serves as a technical expert on program curriculum of the school of specialty for faculty and students. Supervises instructors in assigned school of study. Implements student retention strategies to ensure retention objectives are met. Teaches one to four courses.

**DUTIES AND RESPONSIBILITIES (\* ESSENTIAL FUNCTIONS)**

1. \* Serves as a subject matter expert for students, instructional staff and advisory committees regarding academic curriculum and technical information.
2. \* Develops and implements student retention strategies.
3. \* Collaborates with Corporate Curriculum and Academic Affairs management to implement new program curricula. Ensures program objectives are consistent with catalog and course syllabi. Keeps abreast of education and technical methodology advancements.
4. \* Coordinates with Associate Dean to conduct Instructor conferences and professional development sessions to provide technical assistance and advice on information affecting program objectives.
5. \* Conducts regular curriculum implementation meetings with faculty. Recommends improvement in curriculum design.
6. \* Screens, interviews and makes recommendations for hiring potential instructors. Orientates new faculty. Coaches, observes and advises Instructors on improvements of instructional methods and techniques, and provides leadership, direction, motivation and supervision of direct reports. Evaluates performance regularly and recommends corrective action as necessary. Oversees training and development of staff.
7. \* Guides employees and oversees their work to ensure compliance with corporate policies and procedures, ethical practices, and the guidelines of government and accrediting organizations.
8. \* Assists with faculty scheduling and hiring, student problem resolution, implementing new or revised policies and procedures, and student orientation and advising.
9. \* Coordinates core course academic support programs, certification programs, and student professional associations at the school.
10. \* Maintains teaching assignment as scheduled.

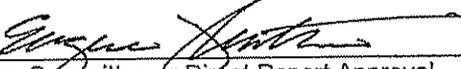
*Must be able to perform all of the above essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:*

- Hear, see, and speak to effectively communicate in person and by telephone with students, supervisors, employees, corporate personnel, school personnel and external contacts.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Present material in order to communicate information and ideas so others will understand.
- Work full time and maintain regular and predictable attendance. Able to work hours that support day, evening and weekend classes.

## KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES

1. Education.  
Bachelor's degree is required. Faculty teaching upper division or general education courses must have a minimum of a Master's degree or when applicable, an equivalent professional certification or other related documented learning or expertise. A Professional certification or a Masters degree may also be required for program/subject matter expertise. Formal education degrees must be from an accredited institution recognized by the US Department of Education.
2. Qualitative and quantitative academic preparation.  
Must have a minimum of 15 semester hours in the subject area. The required level of academic preparation may be higher in some states.
3. Industry/teaching experience.  
Minimum of five years of applicable experience in the field of specialty, including two years of related teaching experience in a post-secondary accredited institution is required. A thorough knowledge of program offerings, instructional methodology, and effective utilization and administration of the program is necessary. Supervisory experience required.
4. Effectively and efficiently supervises assigned personnel.  
Skilled in recruiting, interviewing and hiring new employees. Experience in supervising employees with ability to assign work, train employees, and conduct job performance reviews. Able to foster a positive and productive work environment with ability to lead, build teams and motivate staff.
5. Superior interpersonal and communication skills.  
Experience in presenting material to all levels of employees or students. Possess strong interpersonal skills such as:
  - \* the ability to build cooperative relationships by being perceptive of others' reactions and understanding why they react as they do
  - \* selling or influencing others—convincing others to change their minds or actions
  - \* ability to utilize different methods and mediums to deliver course material.
5. Computer skills.  
Efficiently utilize a personal computer and related software including Microsoft Office, course management system software, and internet proficiencies.
6. Creative, innovative, problem solving skills.  
Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.
7. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.  
Proven track record of project completions.
8. Work independently and with minimal supervision while maintaining a high level of quality work product and output.  
Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.
9. Interact in a cooperative and professional manner with others, work in a team environment.  
Past history of developing constructive and cooperative working relationships with others and maintaining them over time.
10. Acquire and maintain licenses if needed.  
Able to obtain and maintain licenses if applicable as required by state or accrediting commissions.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

  
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Operating Committee or Direct Report Approval

DATE: 7/22/06

  
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HR/Compensation Approval

DATE: 7/22/06

Job Title: Instructor

DATE: April 16, 2009

Reports to: Chair or Associate Dean, General Studies

SALARY GRADE: 10 -12

Department: Academic Affairs

FLSA CLASSIFICATION: Exempt

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**GENERAL SUMMARY:**

Delivers quality instruction ensuring student satisfaction by instructing students in a classroom or laboratory setting according to program objectives and course syllabi.

**DUTIES AND RESPONSIBILITIES**

1. Develops daily lesson plans to include instructional aids.
2. Teaches material from approved curriculum in accordance with assigned schedule to ensure student satisfaction.
3. Assists students in achieving completion of objectives. Provides regular, accurate and timely feedback to students relative to their performance.
4. Exercises normal classroom supervision to effect a positive learning environment.
5. Advises students on matters related to academics, behavior, attendance, etc.
6. Participates in school retention initiatives by maintaining productive contact with students and by getting in touch with and offering assistance to absent students. Assists in student concern resolution.
7. Motivates students to actively participate in all aspect of the educational process, including but not limited to, class discussions, demonstrations, outside assignments, research, enrichment activities, etc.
8. Maintains and reports student grades and attendance in accordance with company policies and school procedures.
9. Completes professional development and in-service activities in accordance with college standards and/or as assigned.
10. Maintains expertise in subject area in order to provide students with current trends and to recommend improvements in curriculum design.
11. Participates in department curriculum implementation and development meetings. Recommends improvement in curriculum design.
12. Instructs students in laboratory safety procedures when applicable.
13. Participates in core course academic support programs, certification programs, and student professional associations at the school when possible.
14. Performs duties in the Learning Resource Center as assigned.

*Must be able to perform all of the above essential job functions. These essential job functions require the exercise of independent judgment and discretion with respect to matters of significance and the ability to be mobile within the office and/or work area. These essential job functions also include the following job duties responsibilities, abilities, competencies, knowledge and/or experience to:*

- Effectively communicate in person and by telephone with supervisors, direct reports, employees, corporate personnel, school personnel, prospective students and external contacts.
- Read and understand written documents.
- Communicate information and ideas in written form in order for others to understand.
- Present material in order to communicate information and ideas so others will understand.
- Maintain regular and predictable attendance. Able to work evenings and weekends.

## KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES

### 1. Education.

- Instructors teaching non-General Education courses:
  - To teach lower division courses, must have a minimum of a bachelor's degree and earned a minimum of 15 semester (or equivalent) credit hours in the field of study in which they are teaching.
  - To teach upper division courses, must have a minimum of a master's degree or, when applicable, an equivalent professional certification, and earned a minimum of 15 semester (or equivalent) credit hours in the field of study in which they are teaching.
  - A professional certification or a master's degree may be required for program/subject matter expertise.
- Instructors teaching General Education courses:
  - Must have a doctorate or a master's degree and earned a minimum of 18 graduate semester (or equivalent) credit hours in the field of study in which they are teaching.
- Formal education degrees must be from an institution accredited by an accrediting agency recognized by the US Department of Education. The required level of academic preparation may be higher in some states.

### 2. Industry/teaching experience.

Minimum of three years applicable experience in the subject matter area is required. Teaching experience in post-secondary education at an accredited institution is preferred.

### 3. Superior interpersonal and communication skills.

Experience in presenting material to all levels of employees or students. Possess strong interpersonal skills such as:

- \* the ability to build cooperative relationships by being perceptive of others' reactions and understanding why they react as they do
- \* selling or influencing others—convincing others to change their minds or actions
- \* ability to utilize different methods and mediums to deliver course material.

### 4. Computer skills.

Efficiently utilize a personal computer and related software including Microsoft Office, course management system software, and internet proficiencies.

### 5. Creative, innovative, problem solving skills.

Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.

### 6. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.

Proven track record of project completions.

### 7. Work independently and with minimal supervision while maintaining a high level of quality work product and output.

Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.

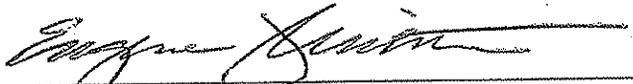
### 8. Interact in a cooperative and professional manner with others, work in a team environment.

Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

### 9. Acquire and maintain licenses if needed.

Able to obtain and maintain licenses if applicable as required by state or accrediting commissions.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

  
\_\_\_\_\_  
Operating Committee or Direct Report Approval

DATE: 4/23/09

  
\_\_\_\_\_  
HR/Compensation Approval

DATE: 4/23/09

ITT Educational Services, Inc.

## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Corporate Librarian	<b>DATE:</b>	December 30, 1998
<b>BUSINESS UNIT:</b>	Operations	<b>LOCATION:</b>	Headquarters
<b>DEPARTMENT:</b>	Education		
<b>REPORTS TO:</b>	National Director of Education		

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**SUMMARY:** Position is responsible for the daily and ongoing development of the Learning Resource Center's (LRC) electronic library collection throughout the system. Develops, coordinates, and delivers user training courses/materials as well as prepares and distributes user documentation and aids.

### ESSENTIAL RESPONSIBILITIES:

- Responsible for designing, implementing, and maintaining strategic plans for the LRC library collections.
- Evaluates recommends, and implements electronic databases and full-text information resources. Monitors changes and developments in existing resources.
- Responsible for maintaining ongoing professional industry knowledge and skills of library/information science. Identifies emerging issues, trends and responds appropriately including implementing enhanced practices for library collections and technologies.
- Responsible to design and deliver database tutorials and instructional materials for users and assists them in search strategies and advanced information needs or problems.
- Develops and delivers presentations about the ITT/ESI Online Collection. This includes, but is not limited to, presentations at campuses (faculty) meetings.
- Coordinates with LRC Administrators and Coordinators to achieve LRC goals and objectives and to provide efficient and effective services to students. Coordinates with programmers and webmasters in implementing web pages, databases, and electronic resources for the Online Collection.
- Responsible for library (database) collection development and maintenance.
- Responsible for negotiating library agreements as required. Including complying with state/federal agencies and accrediting bodies.
- Responsible for assisting students with questions regarding the LRC and other appropriate questions relating to course materials.

**SECONDARY RESPONSIBILITIES:**

- Performs other related assignments and projects as required.

**RESPONSIBILITY AND AUTHORITY:**

- Directly Supervises: Zero number of employees
- Indirectly Supervises: Supports LRC Administrators and Coordinators
- Supervision Received: Work performed under readily available direction from the National Director of Education. Support given from appropriate MIS personnel.
- Employee Relations: Maintain harmonious business atmosphere.
- Materials, Projects or Equipment: Normal office equipment.
- Financial: Requires some financial responsibility regarding ordering LRC materials. However, will coordinate with the College Director and/or the Office Services Department.
- Business Contacts: Vendors for negotiating library agreements for materials, etc. ...

Internal – ESI College personnel and HQ staff.

External – Contacts with students and various vendors.

**REQUIRED KNOWLEDGE (EDUCATION, EXPERIENCE, LICENSES), SKILLS, ABILITIES:**

- Master's degree required in Library Science from an ALA accredited library school.
- Three years experience in library science. Network experience preferred.
- Excellent communication skills.
- Strong problem-solving skills.
- Strong project management skills.
- Detail oriented and motivator preferred.
- Some travel by air required

SUBMITTED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

PERSONNEL/COMPENSATION: \_\_\_\_\_

DATE: \_\_\_\_\_

**JOB TITLE:** Registrar**DATE:** March 8, 2007**REPORTS TO:** College Director**SALARY GRADE:** 10-12**DEPARTMENT:** Operations**FLSA CLASSIFICATION:** Exempt

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**GENERAL SUMMARY:**

Manages student course scheduling in order to achieve maximum section size and efficient utilization of facilities, equipment and Human Resources in accordance with Company goals and objectives. Manages student records and enrollment status from admissions through graduation.

**DUTIES AND RESPONSIBILITIES (\* ESSENTIAL FUNCTIONS)**

1. \* Determines ideal course schedule for students by manipulating computerized course scheduling output to ensure efficient use of facilities, equipment and human resources.
2. \* Negotiates with the Dean in order to resolve conflicts with final schedule results.
3. \* Manages and ensures validity of tables in the computerized scheduling software.
4. \* Evaluates transcripts for possible course transfer credits. Analyzes related course content from transferring schools for equivalent course material and approves the appropriate credit. Collaborates with Chairs or Dean for program specific coursework for transfer credit.
5. \* Manages requests for student program and course status changes.
6. \* Performs degree audits to ensure students meet program requirements and approves graduation eligibility of students.
7. \* Ensures student requests for transcripts and enrollment/degree verifications are completed in a timely manner.
8. \* Oversees the maintenance and security of student admissions and academic records.
9. \* Partners with functional managers to achieve desired organizational results in areas of customer satisfaction, student retention, staff retention, graduation rates and satisfactory student progress and other compliance and organizational metrics and goals.
10. May supervise Record Coordinators.

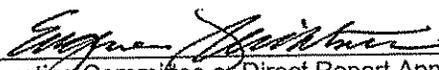
*Must be able to perform all of the above essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:*

- Hear, see, and speak to effectively communicate in person and by telephone with supervisors, employees, corporate personnel, school personnel, students and their families and external contacts.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Work full time and maintain regular and predictable attendance. Able to work evenings and weekends as necessary.

**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Education.  
Bachelor's degree in Education, Business Administration or related area from an accredited institution recognized by the US Department of Education. A Masters degree is desirable.
2. Qualitative and quantitative educational experience.  
At least three years of related experience with student/customer contact. Experience in an educational administration environment is preferred.
3. Superior interpersonal and communication skills.  
Able to interact with all levels of management, employees, students and outside contacts. Excellent verbal and written communication skills. Possess strong interpersonal skills such as:
  - \* the ability to build cooperative relationships by being perceptive of others' reactions and understanding why they react as they do.
  - \* the ability to deliver negative information and receive unfavorable responses while maintaining a professional demeanor.
4. Computer skills.  
Efficiently utilize a personal computer and related software including Microsoft Office and internet proficiencies. Student course scheduling software or similar database experience is preferred.
6. Creative, innovative, problem solving skills.  
Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.
7. Critical thinking and analytical skills.  
Able to look at all options and select the best one.
8. Flexibility.  
Demonstrates a willingness to adapt and maintain a positive orientation to change and to learn new methodologies, technologies and systems.
9. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.  
Able to utilize discretion and maintain confidentiality at all times. Proven track record of project completions with excellent attention to detail.
10. Work independently and with minimal supervision while maintaining a high level of quality work product and output.  
Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.
11. Interact in a cooperative and professional manner with others, work in a team environment.  
Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

  
\_\_\_\_\_  
Operating Committee or Direct Report Approval

DATE: 3/13/07

  
\_\_\_\_\_  
HR/Compensation Approval

DATE: 3/13/07

JOB TITLE: Director of Career Services (DOCS)

DATE: March 3, 2005

REPORTS TO: College Director

SALARY GRADE: 11-13

DEPARTMENT: Career Services

FLSA CLASSIFICATION: Exempt

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**GENERAL SUMMARY:**

Directs and oversees the school's Career Services Department to provide career services and employment assistance to students, graduates, and alumni by building relationships with local corporate, non-profit and government employers and providing career counseling. Responsible for graduate employment results in the school.

**DUTIES AND RESPONSIBILITIES ( \* ESSENTIAL FUNCTIONS):**

1. \* Accountable for the overall success of the Career Services Department including achieving graduate employment goals. Develops and implements marketing plans to achieve these goals.
2. \* Successfully completes ITT/ESI's Corporate Presentation Skills training program. Maintains presentation skills certification.
3. \* Organizes and sets the Career Services Program on an annual basis. Schedules dates for employer information sessions, interviews, and fairs.
4. \* Provides leadership, direction, motivation and supervision of direct reports which may include Career Services Specialist, Career Services Assistant and Secretary employees. Oversees training and development of staff.
5. \* Builds effective relationships with local and regional corporations, non-profit and government organizations and community partners to identify employment opportunities and to promote the school's qualified students, graduates, and alumni.
6. \* Develops and maintains systems for identifying employment opportunities in the community. Represents the college and its students/alumni to the community, public, and private agencies by networking and serving on boards, attending community events and professional group meetings.
7. \* Solicits job leads and opportunities for graduates by phone and personal contacts with employers. Conducts professional presentations to employers regarding hiring relationships as dictated by company standards.
8. \* Assists graduates in securing employment in their field of training. Provides assistance in helping enrolled students obtain non-degreed employment while still enrolled at ITT.
9. \* Provides career coaching, including seminars and workshops, in interviewing techniques and other job search skills training.
10. \* Ensures assistance is provided to students desiring to obtain employment while enrolled at ITT.
11. \* Oversees the up-to-date maintenance of the Career Services database, documentation, reports and student records in accordance with company policies. Tracks and reports activities that measure department's effectiveness.
12. \* Verifies that the operations of the Career Services Department are in compliance with government and accreditation regulations at all times.
13. \* Manages the quality survey function to measure graduates' employment success and employers' satisfaction with the quality of education provided to graduates.
14. Participates in public relations activities promoting the school.
15. Keeps abreast of new career services opportunities and strategies.
16. Serves as a member of the school's Advisory Committee.

Must be able to perform all of the above essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:

- Hear, see, and speak to effectively communicate in person and by telephone with supervisors, employees, corporate personnel, school personnel and external contacts.
- Present training and sales material to small and large groups of diverse populations.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Maintain a valid drivers license and travel regularly in a safe and expeditious manner to off-site locations on a regular basis. May include overnight travel.
- Work full time and maintain regular and predictable attendance. Able to work occasional evenings and weekends.

**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Related education.
2. Qualitative and quantitative career services experience.
3. Presentation skills.
4. Superior interpersonal and communication skills.
5. Computer skills.
6. Creative, innovative, problem solving skills.
7. Apply and maintain a broad knowledge of principles, practices, procedures and governmental regulations as it pertains to the field of specialty.
8. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.
9. Effectively and efficiently supervise assigned personnel.
10. Work independently and with minimal supervision while maintaining a high level of quality work product and output.
11. Work in a harmonious manner, interact in a cooperative and professional manner with others, work in a team environment.

**WAYS TO OBTAIN/DEMONSTRATE**

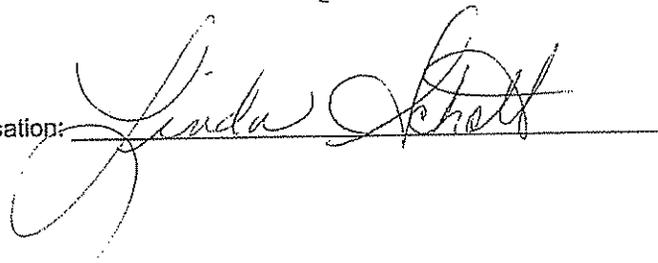
1. Bachelor's degree in a social science discipline, human resources, business, marketing, a related area or equivalent experience.
2. Minimum of three years experience in recruiting, career services and employment assistance, or sales experience with demonstrated success in selling to mid- to upper-level management in the corporate sector.
3. Previous proven success in presenting sales or training material.
4. Experience in organizing and writing reports and presentations. Experience in presenting results to all levels of management.
5. Efficiently and effectively utilize a personal computer and related software including Microsoft Office and the Internet.
6. Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.
7. Able to provide examples of situations which need rule interpretation and application. Proven experience in performing inductive and deductive reasoning to combine pieces of information to form general rules or conclusions and then apply those rules to specific problems to produce answers.
8. Proven track record of project completions.
9. Experience in supervising employees including assigning work, training employees, and conducting job performance reviews. Able to recruit, interview and hire new employees for the department.
10. Proven record of multi-tasking and ability to handle a high pressure environment with significant timeline pressures.
11. Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

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*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

Department, VP, Approval: 

DATE: 3/4/05

HR/Compensation: 

DATE: 4-26-05

Job Title: Director of Recruitment

Date: June 17, 2004

Department: Recruitment

SG: 14-16 E

Reports to: College Director

#### General Summary:

Establishes and administers a variety of comprehensive programs related to student recruitment in order to meet ITT/ESI's recruitment goals.

#### Duties and Responsibilities ( \* Essential Functions):

1. \* Accountable for the overall success of the Recruitment Department including meeting recruiting objectives.
2. \* Screens, interviews and makes recommendations for hiring potential employees.
3. \* Provides leadership, direction, motivation and supervision of direct reports. Appraises performance, provides feedback, takes corrective action when necessary and oversees training and development of staff.
4. \* Monitors the status of all recruitment prospects, analyzes statistical recruiting data and provides input where needed.
5. \* Works closely with the Marketing Department to develop and implement marketing strategies and programs to increase awareness of ITT/ESI's programs and services and to attract a diverse population of students at high schools, businesses, industries, and minority communities.
6. \* Ensures compliance with corporate policies and procedures, ethical practices, and the guidelines of government and accrediting organizations.
7. \* Supports the administration of the ITT/ESI Representative Compensation Plan.
8. \* Obtains and maintains ITT/ESI's Recruitment Presentation Certification.
9. Participates in the development of the college's business plan by recommending recruiting goals, budgets and staffing plans.
10. Assists in college public relations activities. Assists the Director in development and maintenance of government and agency contacts to promote ITT/ESI.

*Must be able to perform all of the above essential functions. These functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. These functions also include the ability to:*

- Hear, see, and speak to effectively communicate in person and by telephone with supervisors, direct reports, employees, corporate personnel, school personnel, prospective students and external contacts.
- Present training and sales material to small and large groups of diverse populations.
- Read and understand written documents.
- Write in order to communicate information and ideas so others will understand.
- Occasionally travel in a safe and expeditious manner to off-site locations. May include overnight travel.
- Work full time and maintain regular and predictable attendance. Able to work occasional evenings and weekends.

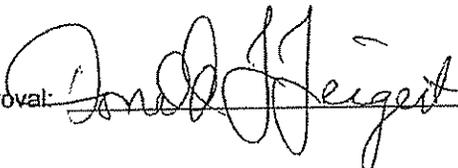
**KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES**

1. Related education.
2. Qualitative and quantitative sales or recruitment experience.
3. Presentation skills.
4. Computer skills.
5. Strong interpersonal and communication skills.
6. Creative, innovative problem solving skills.
  
7. Strong work ethic, timely and accurately organize, prioritize and complete all job responsibilities.
8. Work independently and with minimal supervision while maintaining a high level of quality work product and output.
9. Work in a harmonious manner, interact in a cooperative and professional manner with others, work in a team environment.

**WAYS TO OBTAIN/DEMONSTRATE**

1. Knowledge of sales and management techniques typically acquired through completion of Bachelor's degree in marketing, business, or related area.
2. Two to four years experience in student recruitment or other intangible sales or related area. At least one of those years experience should be in management.
3. Previous proven success in presenting sales or training material.
4. Efficiently and effectively utilize a personal computer and related software including Microsoft Office, the Internet, and database systems.
5. Experience in organizing and writing reports and presentations. Able to interact with employees and outside contacts of all levels.
6. Proven educational or administrative experience in solving complex problems for individuals or teams. Experience with analyzing and identifying the strengths and weaknesses of options and exercise critical thinking, problem solving, and judgment skills.
7. Proven track record of handling and organizing multiple items with timely completions.
8. Proven record of multi-tasking and ability to handle a high pressure environment with timeline pressures.
9. Past history of developing constructive and cooperative working relationships with others and maintaining them over time.

*This description is intended to indicate the kind of duties and level of difficulty required at this classification; it is not intended to contain a comprehensive inventory of all duties nor to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.*

Department, VP, Approval:  DATE: 7-14-04

HR/Compensation:  DATE: 7/13/04



**RESPONSIBILITY AND AUTHORITY:**

- | <u>Directly Supervises:</u>           | <u>Number of Employees</u> |
|---------------------------------------|----------------------------|
| Collector                             | 1                          |
| Financial Aid Administrator           | 1 - 7                      |
| Roster Bookkeeper                     | 1                          |
| Cashier                               | 1                          |
| Secretary                             | 1                          |
| Assistant Financial Aid Administrator | 1                          |
- Supervision Received: Works under standard financial aid policies, regulations and laws with regular personal contact with college Director and general and procedural contact with Manager, Field Finance. Directly reports to Manager, Field Finance and indirectly to Director.
  - Employee Relations: Works in a team environment with finance staff and other college management/staff.
  - Materials, Products or Equipment: Use and care of office equipment for department and security of confidential student financial files and records.
  - Financial: Day to day transactions in checks and cash and maintenance of records pertaining to these. Security of all cash funds.
  - Business Contacts:  
Internal - Frequent contact with finance and other department personnel, Director and ITT/ES headquarters relating to financial policies and practices.  
External - Frequent contact with outside agencies to establish and maintain funding sources. Occasional contact with students to resolve financial aid problems.

**REQUIRED KNOWLEDGE (EDUCATION, EXPERIENCE, LICENSES), SKILLS, ABILITIES:**

- Knowledge of financial aid, finance systems and effective managerial practices usually acquired with a BA/BS degree in Finance, Accounting, etc. and 2-4 years experience in finance. Basic knowledge of financial aid is required.

**PHYSICAL REQUIREMENTS:**

- Must be able to review and mentally process data accurately.

SUBMITTED BY: \_\_\_\_\_ Date:

APPROVED BY:  
Second Level: \_\_\_\_\_ Date:

Personnel/Compensation: \_\_\_\_\_ Date: