

Director, Program Operations - Access and Disability
Support
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=260314>

Downloaded On: Jul. 29, 2025 7:51am

Posted Jul. 28, 2025, set to expire Nov. 29, 2025

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|-----------------------------|---|
| Job Title | Director, Program Operations - Access and Disability Support |
| Department | Staff |
| Institution | Austin Community College Austin, Texas |
| Date Posted | Jul. 28, 2025 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Director/Manager |
| Academic Field(s) | Administration - Other |
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Job Description

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Director, Program Operations - Access and Disability Support

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. [-AR 4.0300.01](#)

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[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Director, Program Operations - Access and Disability Support

Job Description Summary:

The Director, Program Operations for Access and Disability Support (ADS) provides strategic and operational leadership to ensure consistent, compliant, and student-centered delivery of disability-related services across Austin Community College (ACC). Reporting to the Executive Dean, Access and Disability Support, this position advances institutional goals of equity and access in alignment with the Americans with Disabilities Act (ADA), Section 504, and ACC's commitment to inclusive education.

As a core member of the ADS leadership team, the Director oversees daily program operations, leads district-wide implementation of the AIM database system, and supervises intake and testing coordination teams. The Director is responsible for strategic planning, operational efficiency, and continuous improvement of services supporting students with disabilities. This role also manages data reporting for institutional accountability and partners with IT, Institutional Research, and Student Affairs

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to ensure the seamless integration of systems and services.

Serving as a technical expert on AIM, accessibility, and compliance within the context of program operations, the Director plays a key role in policy implementation, staff development, and program assessment. The position requires regular travel between campuses to ensure equitable service delivery across all ACC locations.

Job Description:

Description of Duties & Tasks

- Supervise, train, coach, and evaluate assigned staff in alignment with College policies and employment laws; recommend hiring and disciplinary actions as needed.
- Provide day-to-day leadership and oversight for all Access and Disability Support (ADS) program operations across the Austin Community College locations;. serve as a key member of the ADS leadership team.
- Support the development of the department's operational budget and make recommendations related to service delivery efficiency and program operations.
- Serve as the district-wide administrator and subject matter expert for the Accessible Information Management (AIM) disability services database, managing system configuration, workflows, user roles, data reporting, documentation standards, and staff training.
- Lead project management efforts related to AIM, collaborating regularly with internal ADS teams, including student accessibility services, communication access, and accessible technology, and text and media. Provide technical consultation to departments and personnel on accessibility systems, accommodations implementation, and disability-related compliance.
- Serve as a key liaison with IT, Institutional Research, and Student Affairs to support data integration, enhance service delivery, and ensure system alignment.
- Oversee the collection, management, and reporting of program data related to ensure data integrity, support institutional accountability, and meet compliance standards under ADA and Section 504.
- Conduct ongoing program assessment using AIM and other data sources to evaluate outcomes and recommend improvements.
- Develop and implement district-wide policies and procedures to ensure consistent application of ADS program operations in alignment with institutional goals and legal requirements.
- Ensure alignment with institutional goals, regulatory compliance, and the continuous enhancement of accessible services and support initiatives.
- Oversee ADA testing accommodations across the district, including test proctoring, distraction-reduced environments, and assistive technology; Supervise ADS testing staff and promote consistent, compliant practices using AIM and related tools.

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- Respond to student concerns and complex accessibility issues in coordination with ADS leadership team, Legal Affairs, Equal Opportunity and Compliance, and other stakeholders as needed, with a focus on ADS program operations, intake and testing.
- Regular and reliable attendance is required to effectively serve in this leadership role.
- Ensure reliable service delivery across all campuses; frequent travel between sites is required.
- Perform other duties as assigned in support of ADS and institutional access goals.

Knowledge

- Best practices with regard to disability services practices, strategies, policies, and procedure.
- Supervisory principles, practices, and methods.
- Data gathering and statistical reporting.
- Strong working knowledge of ADA, Section 504, and related state and federal regulations in higher education.

Skills

- Strong leadership and staff management skills across distributed teams.
- Excellent understanding of accessibility-related laws, best practices, service models.
- Demonstrated ability to oversee internal program operations and project management.
- Ability to manage complex service operations, resolve accommodation-related disputes, and support students from diverse backgrounds.
- Clear, effective communication and collaboration skills with faculty, staff, and students.
- Commitment to creation of accessible environments and belonging and the advancement of access in higher education.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills, including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Maintaining confidentiality of work-related information and materials.
- Demonstrated success in overseeing large-scale, multi-campus accommodation programs, departmental program operations, including operations related to ADA testing, and/or centralized intake systems.
- Experience developing and executing strategic initiatives that improve service accessibility, efficiency, and student outcomes in a higher education setting.

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- Strong background in change management, process improvement, or cross-departmental collaboration, particularly in institutions serving diverse student populations.

Technology Skills

- Proficiency in Microsoft Office Suite and Google Workspace.
- Technical proficiency in managing student disability management system.
- Demonstrated experience with Accessible Information Management (AIM), including workflow configuration, data integration with student information systems (SIS), advanced reporting, and end-user training.
- Proficiency in communicating via email, teleconferencing, telephone, and direct messaging.
- Effectively be able to utilize project management tools.

Required Work Experience

- Two (2) years related work experience including one (1) year supervisory experience.
- Functional knowledge of accessibility Access Information Management (AIM) and experience configuring workflows, generating reports, and providing user training.

Education cannot be substituted for supervisory experience.

Preferred Work Experience

- Four (4) years of progressively responsible leadership experience in accessibility/disability services within a higher education setting.
- Demonstrated experience with disability management databases, program operations, ADA testing, and support staffing.

Required Education

- Bachelor's degree.

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Preferred Education

- Master's degree in Disability Studies, Special Education, Higher Education Administration, Counseling, Psychology, vocational rehabilitation, rehabilitation counseling, social work or a closely related field.

Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Supervise safe operation of the unit.
- Facilitate safety training and inspections.
- Take reasonable and prudent actions to eliminate identified hazards and foster a workplace safety culture.

Salary Range

\$75,560 - \$94,449

Number of Openings:

1

Job Posting Close Date:

August 4, 2025

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As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Eastview-Campus/Director--Program-Operations---Access-and-Disability-Support_R-8051

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff
Austin Community College

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