

Assistant Director of Operations
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=261763>

Downloaded On: Oct. 30, 2025 1:56pm

Posted Aug. 28, 2025, set to expire Dec. 26, 2025

Job Title Assistant Director of Operations
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Aug. 28, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff
Associate/Assistant Director

Academic Field(s) Administration - Other

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Job Description

Posting Details

Position Information

Position Title: Assistant Director of Operations

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Requisition Number: SCA00854

General Description

Reporting to the Executive Director, the Assistant Director of Operations develops and implements technology and data-driven systems, procedures, and solutions to continuously improve the Catto Scholarship's operations and impact. The Assistant Director is a core member of the Catto Scholarship leadership team and works collaboratively with the College's Institutional Research and IT departments to optimize systems for automating, streamlining, and improving decision making and operations across all functional areas of the department.

Leveraging data, technology, and organizational insights, the Assistant Director also oversees processes and procedures for accurately and efficiently awarding scholarship aid and forecasting the Catto Scholarship's budgetary need and capacity over time.

#ID23

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

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Specific Responsibilities

- Design and identify data systems used for research, actionable insights, and analytical purposes, including specialized databases and dashboards to strengthen Catto interventions, initiatives, outcomes, innovations, and other related solutions.
- In consultation with Executive Director, establish systems and procedures to optimize data-driven decision making and seamless operations across all functional areas of the Catto Scholarship.
- Develop sound metrics and procedures to track and evaluate the progression of individual Catto Scholars and their cohorts.
- Determine the continued eligibility of Catto Scholars based on established benchmarks for on-time degree completion.
- Develop and implement policies and procedures for accurately and efficiently awarding Catto Scholarship aid, including last-dollar tuition, monthly basic needs payments, and course material credits.
- Supervise financial and scholarship aid staff members.
- Track, monitor, and project scholarship spending based on recruitment, retention, graduation, and award utilization trends.
- In consultation with the Executive Director and the College's Director of Institutional Research, assign tasks and projects to the Data Specialist, Catto Scholarship.
- Co-lead, with Data Specialist, the creation of data related presentations and visualizations to effectively share findings with Catto staff, College leadership, and the Mayor's Office of Education.
- Co-lead, with Data Specialist, the creation and management of all survey instruments pertaining to the Catto Scholarship.
- Evaluate and share academic research to aid in high-level decision making.
- Design and manage metrics and dashboards pertaining to Catto Scholars and the College's dual enrollment programs.
- Create and maintain documentation for reporting procedures.
- Serve as co-chair of the Catto Scholarship's Evaluation & Appeals Team.
- Serve as member of the Catto Scholarship's Senior Leadership Team.
- Demonstrate sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and racial and ethnic backgrounds.
- Work collaboratively with the College's Institutional Research, Institutional Effectiveness, and IT departments to optimize the Catto Scholarship's data systems.
- Deliver quality customer service to internal and external constituents in a timely, professional,

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and courteous manner.

- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree required. Any and all degrees must be from a recognized institutional accreditor.
- At least four (4) years of relevant work experience in higher education and/or in an operations setting is required.
- Previous experience using Ellucian Banner, or a similar enterprise-wide system is required.
- Strong knowledge of relational database architecture, tables, and data sets is required.
- Demonstrated proficiency utilizing multiple applications such as SharePoint, dashboards, and website development tools is required.
- Basic proficiency in Excel, SQL, and Tableau.
- Ability to draw conclusions and make recommendations based on data and research findings.
- Ability to manage multiple projects simultaneously.
- Experience supervising full-time professional(s).
- Strong organizational and time management skills with exceptional attention to detail required.
- Ability to work effectively in a fast-paced, collaborative environment required.
- Demonstrated ability to maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and racial and ethnic backgrounds.
- Strong written, verbal, and interpersonal communication skills required.

Preferred Qualifications

- Master's degree preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

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"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 3

Min Salary/Hourly Rate: \$54,498

Max Salary/Hourly Rate: \$89,921

Job Posting Open Date: 08/26/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.

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- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you first learn about this employment opportunity?
 - Community College of Philadelphia Website
 - Careerbuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Job Fair
 - Indeed.com
 - HireVeterans.com
 - HERC - Higher Education Recruitment Consortium
 - CCP - Faculty Recruiting Event
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree

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- Doctorate
 - Other
4. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
- Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)
5. * Do you have previous experience using an enterprise-wide system?
- Yes
 - No
6. * Do you have at least four (4) years of relevant work experience in higher education and/or in an operations setting?
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References
2. Other Document (See Special Instructions to Applicant)

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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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