

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF STUDENT SERVICES

BASIC FUNCTION:

Under the direction of an Area Administrator, plan, organize, coordinate, direct, develop and implement a variety of student services programs, including but not limited to Student Transition Center, student orientation and academic success; serve as liaison for students by providing assistance to resolve problems associated with the matriculation process; recommend for hire, train, supervise, and evaluate student services staff.

REPRESENTATIVE DUTIES:

Plan, organize, coordinate, direct, develop, implement and participate in the administration and supervision of various student services programs including, but not limited to assessment, orientation and other matriculation-related activities. **E**

Coordinate and manage the Student Transition Center; recommend, develop and implement programs and activities that assist students in making a successful transition to the college. **E**

Monitor and manage program budgets; develop and submit budget requests. **E**

Assist in the development of strategies to communicate college and campus programs to the college community; assist in interpreting college programs to students and the general public. **E**

Maintain timely and accurate reporting to District, State and federal agencies; collect, analyze, and disseminate reports on the outcomes of various student programs and services. **E**

Understand students' rights and responsibilities as outlined in the Education Code and other applicable regulations; determine students' needs for appropriate services and resources and refer students to the appropriate offices; confer with students to help resolve problems associated with assessment, orientation and academic success. **E**

Communicate student services programs and activities with other district departments and personnel, students, outside organizations and the public; respond to phone calls and written correspondence; provide information and answer questions from students, district personnel and the general public regarding district and student services programs, policies, procedures and regulations. **E**

Director, Student Services- Continued

Recommend, develop, and implement programs and activities that facilitate the success of new students; exercise leadership in the use of modern techniques of quality.

Management to continuously improve the operations of area supervised; effectively utilize and implement information technology in the area supervised, including Student Transition Center and student orientation. **E**

Serve as leader for one or more cross-functional teams by facilitating the efforts of the team to resolve operational issues related to the area of student services. **E**

Maintain current knowledge of procedures, regulations, and laws related to areas supervised. **E**

Prepare a variety of informational, materials; prepare handbooks, policies and procedural guides as assigned; make presentations for a variety of groups; serve on District committees as assigned. **E**

Direct office record-keeping and filing activities; assemble data and prepare reports; maintain a variety of equipment and inventory related records and files. **E**

Supervise, train and evaluate assigned staff; assist in the recruitment and selection of personnel; select, train and provide work direction and guidance to student workers. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Philosophy, objectives, goals and services of effective student programs, and services.

Policies, procedures, rules and regulations related to a variety of student services programs, including but not limited to student assessment, orientation and other matriculation related areas.

Equipment, materials, and supplies used in student services programs.

Budget preparation and control practices.

Public relations methods and techniques.

Office organization and management.

Record-keeping and report preparation practices.

Policies, procedures, goals, objectives and requirements of college and District programs, functions and services.

Applicable sections of State Education Code and other applicable laws.

Interpersonal skills, using tact, patience and courtesy.

Oral and written communication skills.

Director, Student Services- Continued

Operation of a personal computer.

ABILITY TO:

Plan, organize, coordinate, direct and participate in the administration and supervision of the District student services programs, including student assessment, orientation and other matriculation-related areas.

Develop and direct implementation of philosophy for various student services programs.

Supervise, train and evaluate staff.

Monitor program activities and budgets.

Learn, interpret, explain and carry out rules, regulations, policies and procedures related to various student services and district programs.

Develop and implement student programs and services.

Present and interpret college programs and services.

Provide training and supervision of student workers.

Develop and participate in community activities which promote higher education.

Operate a personal computer.

Develop and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.

Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in or related field and two years experience in community services or programs.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's license.

WORKING CONDITIONS:

Indoor and outdoor environment

Subject to driving to a variety of locations to conduct work during day and evening hours.

Standing and walking for long periods of time.

Visual, hearing and verbal ability.