

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, which may include Financial Aid, student services categorical programs, matriculation related activities, etc.; serve as liaison for students by providing assistance to resolve matriculation problems; recommend for hire, train, supervise and evaluate assigned staff.

REPRESENTATIVE DUTIES:

Plan, organize, coordinate, direct, develop, implement and participate in the administration and supervision of various student services programs. Programs included may be Financial Aid and scholarships programs, grants, loans, Federal Work Study and veterans' benefits, student services categorical programs and other matriculation-related activities contributing to student success. **E**

Recommend, develop, implement and coordinate programs and activities that assist students in making a successful transition to the college.

Read, understand, interpret, and implement federal and state regulations and guidelines governing financial aid programs: Pell grants, Stafford loans, Supplemental Educational Opportunity grants, college work study, direct student loans, Board of Governors grants, California grants and Veterans Administration, etc.; maintain current knowledge of regulation and guideline revisions and implement accordingly. **E**

Plan, develop, evaluate, and direct the implementation of policies and procedures to insure accurate and timely record keeping, student awards and disbursements of financial aid in accordance with federal and state regulations and requirements. **E**

Plan, organize, direct, and coordinate the dissemination of information about financial aid and scholarship programs to current and potential students; assure that students' consumer rights are protected according to the mandates of higher education amendments. **E**

Supervise the maintenance of financial aid records including awards and cumulative records of each recipient to prevent "over awarding" of funds; review student files and proposed aid packages to ensure compliance with federal and state guidelines; review and evaluate student files to determine financial eligibility and special circumstances to determine appropriate revisions to aid packages; serve as the chairperson for the financial aid Appeal Committee and the Scholarship Committee. **E**

Plan, organize, and prepare the district's applications for federal and state funds; prepare a variety of complex statistical and narrative annual and other periodic reports to federal, state and local agencies to support the financial aid program; prepare applications and proposals to obtain

federal, state and private student aid funds; assure maintenance of accurate records and balance accounts with fiscal services records. **E**

Communicate with other district personnel to coordinate effective financial aid services; provide technical expertise and inform students, staff, and administrators regarding financial aid, scholarship programs, policies, and procedures; conduct orientations and workshops to explain financial aid regulations, requirements and application procedures. **E**

Administer student services categorical programs to insure that eligible economically or educationally disadvantage students receive needed financial and educational assistance. **E**

Direct the development and implementation of program plans in accordance with applicable regulations; administer mandated program policies and procedures; direct and participate in the application for program funds; direct the preparation and maintenance of program records, files, and statistical information. **E**

Coordinate outreach and recruitment programs and programs with other offices and agencies. **E**

Monitor student progress and program records and procedures. **E**

Provide technical information and assistance to college staff and students. **E**

Organize and coordinate student services categorical programs, and advisory committees; serve as liaison between the college and program agencies. **E**

Develop, implement, and direct the DSPS program and other disability related programs in accordance with applicable regulations; administer mandated program policies and procedures; develop, monitor, and manage DSPS budgets; direct and participate in the application for program funds; direct the preparation and maintenance of program records, files, and statistical information. **E**

Provide leadership to the total instructional DSPS development studies program, including counseling for developmental studies; counsel, advise, and monitor DSPS students' progress; monitor and update student education plans. **E**

Evaluate present DSPS curriculum and prepare recommendations for the Curriculum Committee's consideration; develop and maintain a resource bank of access strategies and instructional media for various disabilities. **E**

Coordinate outreach and recruitment programs, programs with other campus offices, and community agencies; organize and coordinate DSPS and related services advisory committees. **E**

Train, supervise, and evaluate the performance of assigned personnel in accordance with proper management practices and collective bargaining agreements; provide technical direction and guidance; counsel and discipline employees as needed; reassign work to assure timely completion. **E**

Attend conferences, workshops, and training seminars to keep abreast of changes in federal and state regulations; represent the college to other educational institutions and community organizations. **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**

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. **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 informational materials, 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**

Perform related duties as assigned. **E**

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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

Laws, policies, procedures, rules and regulations related to a variety of student services programs, including categorical programs and matriculation related areas.

Principles and methods of disabilities administration including equal employment laws, regulations, and guidelines including but not limited to: (a) the Civil Rights Act of 1964, as amended, Titles VI and VII; (b) the Educational Amendments (1972) Title IX; (c) Rehabilitation Act of 1973, Sections 503, 504 and 508; (d) the American with Disabilities Act of 1990, Title II; (e) California Fair Employment Practices and Housing Act; (f) California Education Code, Sections 200-264; (g) California Code of Administrative Regulations, Title 5, Sections 51100-51102, 5300 et al; (h) California Government Code, Sections 11135-11139.5; (i) Health Insurance Portability And Accountability (HIPPA) Act; (j) Family Educational Rights and Privacy Act (FERPA).

Significant and recent court decisions affecting equal employment opportunity programs and affecting unlawful discrimination.

Architectural Barriers Act (ABA), ADA Accessibility Guidelines for Buildings and Facilities (ADAAG) and UASD standards.

Community College District rules and regulations.

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.

Evaluation of need analysis documents and aid packaging concepts.

Eligibility requirements and application procedures for assigned financial aid programs.

Graduation and transfer requirements to determine "satisfactory progress."

Interviewing and counseling techniques.

Principles of supervising, training and providing work direction.

Financial and statistical record-keeping techniques.

Electronic data processing procedure and applications.

Applicable sections of State Education Code, Title IV regulations, Federal register and other applicable laws.

Interpersonal skills, using tact, patience and courtesy.

Oral and written communication skills.

Operation of a personal computer.

Basic math.

Operation of office machines, a computer terminal, data entry techniques, and applicable software.

Preparation, maintenance, verification, and processing of financial aid records.

Telephone techniques and etiquette.

District organization, operations, policies, and objectives.

Needs of college students with diverse backgrounds, abilities, and interests.
Community resources, organization, and functions.
Accounting, budgeting, and fiscal record keeping and reporting practices.
Computerized information systems.
Grant application and administration procedures.
Principles of supervision and training.
Conflict resolution principles, practices, and techniques.
Investigative principles, practices, and techniques.
Computer literacy, applications, and accessible technologies.

ABILITY TO:

Plan, organize, coordinate, direct and participate in the administration and supervision of the District student services programs, including Financial Aid, categorical programs and other matriculation related areas.
Develop and direct implementation of philosophy for various student services programs.
Train, direct, supervise, coordinate, and evaluate the work of assigned personnel.
Monitor program activities and budgets.
Analyze, interpret, apply, 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.
Read, understand, interpret, explain, and apply a wide range of written materials having technical, legal, and policy content.
Maintain current knowledge of program rules, regulations, requirements, and restrictions.
Assist and relate to individuals from diverse cultural backgrounds.
Exercise sound judgment in reviewing and screening applications for financial aid to determine eligibility and evaluate special circumstances.
Establish and maintain cooperative and effective working relationships with students, faculty, socioeconomic, cultural, ethnic, and disability backgrounds.
Prepare technical correspondence, reports, applications, and documents.
Work cooperatively with a variety of individuals and coordinate activities with all levels of college organization.
Analyze and evaluate problems of program participants and adopt an effective course of action.
Mobilize and retain the cooperation of various community groups for program participant services.
Communicate effectively both orally and in writing and prepare publicity and news releases.
Meet schedules and timelines.
Work confidentially with discretion.
Answer telephones and greet the public courteously.

Prepare and deliver oral presentations.

Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and employees.

EDUCATION AND EXPERIENCE:

Master's degree and one year of leadership experience including supervision and evaluation of student services personnel and budget management.

Desired Qualifications:

- *Two (2) years of full-time experience or the equivalent within the last four (4) years in one or more of the following fields:*
 1. *Instruction or counseling or both in a higher education program for students with disabilities;*
 2. *Administration of a program for students with disabilities in an institution of higher education;*
 3. *Teaching, counseling, or administration in secondary education, working predominately or exclusively in programs for students with disabilities; or*
 4. *Administrative or supervisory experience in industry, government, public agencies, the military, or private social welfare organizations, in which the responsibilities of the position were predominately or exclusively related to persons with disabilities.*

- *Two (2) years of full-time experience or the equivalent within the last four(4) years:*
 1. *in the management or administration of educational, community, or government programs or private industry in which the applicant dealt predominantly with ethnic minorities or persons handicapped by language, social or economic disadvantages;*

OR
 2. *as a community college EOPS counselor or EOPS instructor, or have comparable experience working with disadvantaged clientele.*

- *A minimum of six semester units of college-level course work predominantly relating to ethnic minorities or persons handicapped by educational, language or social disadvantages.*

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.