



Approved by the Board of Trustees on June 14, 2022; August 9, 2022
FLSA: Exempt

DEAN, STUDENT SERVICES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all operations, programs, and services of the Student Services Division in accordance with missions, goals, and objectives of the District and division; coordinates programs with other District divisions, departments, officials, outside agencies, and the public; fosters cooperative working relationships among District divisions and departments and with various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Student Services in areas of expertise; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services. Exercises direct supervision over faculty, management, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This classification plans, organizes, administers, develops, evaluates, and directs the staff, programs, projects, operations, and/or activities of major and student support and academic programs within the District. These positions are responsible for oversight of multiple student support services aligned with the attraction, retention, and academic success of students. Programs managed encompass outreach, guided pathways, matriculation, academic development, counseling, financial aid and student self-sufficiency for culturally and economically diverse student populations. Positions operate in highly visible, sensitive, and evolving arenas working on significant and strategic issues and problems, as well as District-wide and/or Board of Trustees priorities and directives, requiring an in-depth evaluation and analysis of various, and often competing, circumstances, interests, and demands.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Student Services Division programs, services, and activities focused on the attraction, retention, and academic success for students; areas of responsibility programs and initiatives which contribute to student attraction and retention, such as Outreach, Guided Pathways curriculum development, student equity, counseling, Admissions and Records, Financial Aid and grant funding, and those which lead to student self-sufficiency such as EOPS, DSPS/ACCESS and CalWorks/TANF.
- Develops, directs, and coordinates the implementation of goals, objectives, initiatives, policies, procedures, and work standards for the division; establishes, within District policy, appropriate budget, service, and staffing levels; contributes to the overall quality of the division's service by developing, reviewing and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs.

- Provides vision and leadership for division-wide planning and program development in accordance with the mission, vision, values and goals of the District and division; oversees the administration and continuous monitoring of assigned programs and services to ensure compliance with established standards and requirements; develops, analyzes, implements, modifies, and advocates for programs, services, initiatives, and activities which meet student needs; identifies opportunities for improvement; and directs the implementation of change.
- Manages and participates in the development and administration of the division's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments.
- Selects, trains, motivates, and directs division personnel; evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Collaborates with, and inspires commitment from, faculty and staff to ensure the effective provision of programs, services, and support to meet accreditation requirements and optimal student success; conducts meetings with counseling faculty and directors to facilitate Student Services planning and collegial decision-making; works with students and faculty on student discipline matters.
- Leads faculty and staff in the advancement and implementation of guided pathways to include the development of meta majors, and in mapping and aligning curriculum to further education; ensures all program components are sequenced and mapped; develops and implements a scale of adoption for guided pathways with timely scheduling and completion.
- Evaluates professional development needs of faculty and staff through assessments, needs analysis, surveying and consultation with appropriate parties; plans, designs, and implements specific activities focused on the learning environment and improvement including teaching, mentoring, coaching, classroom assessments, surveys and professional development.
- Represents the division, and provides consultation and technical expertise to other District divisions, departments, deans, and outside agencies; explains and interprets division programs, policies, and activities; negotiates and resolves significant and controversial issues; participates and provides leadership on participatory governance committees and work groups.
- Participates in and makes presentations to the Superintendent/President and a wide variety of committees, boards, and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in higher education and community colleges.
- Oversees and directs analytical and operational studies regarding division programmatic activities; prepares and/or reviews comprehensive technical and administrative reports with recommended actions; ensures mandated reports are submitted according to established timelines.
- Directs the maintenance of working and official files.
- Responds to faculty, staff, and student inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as a spokesperson for the division at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all District and mandated safety rules, regulations and protocols.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation,

- and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Higher education in community colleges, including the mission of the California Community Colleges.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles of Strategic Enrollment Management and its impact of service provisions for student.
- Principles, practices, procedures, and techniques involved in the development, implementation, and evaluation of student support programs, services, goals, initiatives, objectives, and activities.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and methods of education, teaching and adult learning.
- Principles and practices of curriculum development.
- Principles and practices of budget administration.
- Applicable federal, state, and local regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Technical, legal, financial, and public relations issues associated with assigned programs and activities.
- Research and reporting methods, techniques, and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the division.
- Strategically and creatively plan programs for student academic and supportive needs.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local regulatory codes, ordinances, policies, and procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials
- Develop and monitor budgets and effectively utilize resources.
- Develop and modify curriculum to adapt to different adult learning methods.
- Plan, organize, develop, and evaluate division programs and services.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Conduct effective negotiations and effectively represent the division in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Must meet the minimum qualifications as set forth in Title 5, Section 53420.

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Master's degree from an accredited college or university with major coursework in education, counseling, or a related field.

Experience:

- Five (5) years of increasingly responsible experience in administering comprehensive programs and services which promote and contribute to student academic, financial and self-sufficiency goals, including program evaluation and budget management, two (2) years of which must have been in a leadership capacity.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.