



Approved by the Board of Trustees on July 13, 2021; August 9, 2022  
FLSA: Exempt

## **DIRECTOR, STUDENT SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of assigned academic, financial, and student support programs within Student Services; manages the effective use of department resources to improve organizational productivity; coordinates assigned activities with other District departments, officials, and outside agencies; provides complex and responsible support to the area administrator in subjects of expertise; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the area administrator. Exercises direct supervision over professional, technical, and administrative support staff. In addition, if assigned to an educational administrator position pursuant to Title 5, Section 53402, supervises faculty.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, coordinating, and directing the staff and operations of a major Student Services academic or supportive services program area. Positions at this level assume responsibility for administrative, long- and short-term planning, and budgeting; in addition, they recommend and implement the programs, projects, goals, and policies and procedures of the functional area(s) to which they are assigned, ensuring alignment with the attraction, retention and academic success of students. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **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.*

- Plans, manages, and oversees the daily functions, operations, and activities of matriculation, academic, financial and student supportive programs and services; areas of responsibility include, but are not limited to, admissions and records, financial aid, Disabled Student Programs (DSPS/ACCESS), Guided Pathways, Cooperative Agency Resources for Education (CARE), Extended Opportunity Programs and Services (EOPS), outreach to educational institutions; and related programs which lead to student attraction, retention academic success and self-sufficiency.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends within department policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of department budget; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding; oversees and maintains grant funding requests and expenditures.
- Plans, organizes, and prepares the District's applications for federal and state funding; prepares a diverse range of statistical and narrative reports to funding and oversight agencies; ensures the program financial operations are audited and compliant with mandated requirements.

- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Contributes to the overall quality of the department's services by developing, reviewing and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs.
- Conducts a variety of analytical and operational studies and reviews on program operations; reviews and audits financial awards and/or decisions for mandated regulation compliance; prepares comprehensive administrative and technical reports.
- Directs and manages the District's outreach partnership programs with local educational institutions, County services and community resources for foster youth to encourage participation in the District's academic and supportive programs for underprivileged and under-represented student populations; collaborates with business partners on recruitment and public relations; directs the work of volunteer staff working with students and youths in the community.
- Coordinates outreach and promotion of student services with other departments and external agencies; prepares a variety of informational, promotional, and public relations materials; prepares, and delivers presentations to educational and community groups; organizes and coordinates college fairs in collaboration with other educational institutions; and disseminates information to promote student services programs and activities in multi-media platforms including social media.
- Provides direction and leadership to programs which focus on increasing student outcomes for historically under-represented groups including first-generation, low-income and educationally disadvantaged students through collaboration with educational institutions; assesses student needs and develops strategies to increase student enrollment and success metrics; prepares the annual program review report and service area outcomes.
- As assigned to the DSPS/ACCESS program, provides personal, social, academic and employment counseling services to students with disabilities.
- Responds to student concerns and questions about program services, faculty, or staff; resolves problems related to student eligibility, acceptance, utilization of programs, and delivery of programs and services.
- Represents the department, provides consultation and technical expertise to other District divisions, departments, deans, and outside agencies; explains and interprets department programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of expertise.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with all District and mandated safety rules, regulations and protocols.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- 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.
- Applicable federal, state, and local regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and practices of budget administration.
- Principles, practices, procedures, and techniques involved in the development, implementation, and evaluation of instructional 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.
- Technical practices, procedures, and techniques involved in assessing student applications and/or eligibility for assigned programs.
- Development, implementation, and assessment of student service outcomes.
- Special needs of educationally and academically disadvantaged students and at-risk current or former foster youth.
- Curriculum standards, requirements, and assessments related to assigned programs and services.
- Methods and techniques for the development of presentations, administrative and technical reports, and business correspondence.
- Research and reporting methods, techniques, and procedures.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- 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.
- 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:**

- Plan, organize, oversee and manage the staff and operations of assigned program areas.
- Recommend and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop and monitor budgets and effectively utilize resources.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Effectively administer a variety of student programs, services, and activities.
- Effectively represent the division and the District in meetings with community groups, and various businesses, and professional organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.

- 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.
- 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.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*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:

- Equivalent to a master's degree from an accredited college or university with major coursework in education, counseling, finance, or a field related to assigned program area.

Experience:

- Three (3) years of increasingly responsible experience in administering student service programs including program evaluation and budget management, one (1) year of which must have been in a leadership capacity.

*The following exceptions apply:*

When assigned to an Educational Administrator position:

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

When assigned to Extended Opportunity Program and Services (EOPS):

- *Must meet the minimum qualifications for an EOPS Director as set forth in Title 5, Section 56262.*

When assigned to Disabled Student Programs and Services (DSPS):

- *Must meet the minimum qualifications for a DSPS Director as set forth in Title 5, Section 56048 (b).*

**Licenses and Certifications:**

- Possession of a valid California Driver's License to be maintained throughout employment.

**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.