



VICE PRESIDENT OF STUDENT SERVICES

DEFINITION

The Vice President of Student Services serves as a key executive leader within the District, responsible for establishing the vision, direction, and operational effectiveness of all student services programs. This position plays a central role in fostering an inclusive, student-centered environment that advances the District's mission and strategic priorities by ensuring equitable access, support, and success for the diverse student body.

The Vice President of Student Services serves as the chief student affairs officer of the District, providing executive leadership for comprehensive student services programs that support student success, equity, and completion. This position is responsible for planning, organizing, implementing, and evaluating all student services functions including admissions and records, counseling and advising, financial aid, student life and engagement, accessibility services, student conduct, enrollment management, and student success initiatives. The Vice President ensures that all student services are delivered in an equitable, inclusive, and student-centered manner that removes barriers to student success and promotes completion of educational goals.

SUPERVISION RECEIVED AND EXERCISED

Under the general direction of the Superintendent/President, this position provides executive leadership for all student services operations and programs. The Vice President exercises direct supervision over assigned administrative, classified, and faculty personnel within the student services division, including deans, directors, managers, coordinators, counselors, and support staff.

CLASS CHARACTERISTICS

This is an executive management classification responsible for providing visionary leadership, strategic planning, and operational oversight for comprehensive student services programs. The position serves as a key member of the President's Cabinet and participates in district-wide decision-making, policy development, and strategic planning initiatives. The Vice President is expected to demonstrate cultural competency, equity-minded leadership, and a commitment to eliminating achievement gaps while promoting student success for all populations served by the District.

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.

- Provide visionary leadership for student services operations in alignment with the District's mission, strategic plan, and student success goals.
- Participate as a member of the Superintendent/President's Cabinet in district-wide strategic planning, policy development, and decision-making processes.

- Develop and implement comprehensive strategic plans for student services that promote equity, inclusion, and student success.
- Lead efforts to eliminate achievement gaps and promote equitable outcomes for all student populations.
- Collaborate with instruction leadership to ensure seamless integration of student services and instructional programs.
- Oversee the development and implementation of comprehensive student success and completion initiatives, including guided pathways, student equity plans, and student success and support program activities.
- Lead efforts to identify and eliminate barriers to student access, success, and completion.
- Ensure compliance with federal, state, and local regulations related to student services, including Title IX, ADA, FERPA, and other applicable laws.
- Develop and implement strategies to improve student retention, persistence, and completion rates.
- Oversee student learning outcomes assessment and program review processes for student services areas.
- Plan, organize, coordinate, and direct comprehensive student services operations including but not limited to: admissions and records, counseling and advising, financial aid, student life and engagement, accessibility services, career services, student conduct, enrollment management, and student success programs.
- Ensure effective coordination and integration of student services with academic programs and community partnerships.
- Oversee enrollment management strategies and initiatives to support district enrollment goals.
- Direct the implementation of technology solutions and systems that enhance student services delivery and improve student experience.
- Direct and participate in the recruitment, selection, assignment, evaluation, and professional development of assigned personnel.
- Foster a collaborative, inclusive, and equity-minded work environment that promotes professional growth and excellence.
- Ensure adequate staffing levels and appropriate resource allocation to meet student needs and program requirements.
- Provide mentorship and professional development opportunities for staff at all levels.
- Participate in collective bargaining activities as assigned.
- Prepare, recommend, and implement budgets for assigned areas totaling multi millions of dollars annually.
- Monitor expenditures, identify variances, and take necessary actions to ensure compliance with budget limitations and established fiscal policies.
- Identify and pursue external funding opportunities including grants and partnerships.
- Ensure effective stewardship of resources and cost-effective service delivery.
- Serve as the primary spokesperson for student services and represent the District at local, state, and national meetings and conferences.

- Maintain effective communication with internal and external stakeholders including students, faculty, staff, community partners, and regulatory agencies.
- Collaborate with high school partners, four-year universities, and community organizations to support student transitions and success.
- Prepare and deliver presentations to the Board of Trustees, Cabinet, and other groups as required.
- Ensure compliance with all applicable federal, state, and local regulations and accreditation standards.
- Oversee student judicial processes and ensure due process protection for all students.
- Manage risk and ensure appropriate crisis response protocols are in place.
- Maintain current knowledge of legislation, regulations, and best practices in student services.
- Lead efforts to research, evaluate, and implement innovative student services practices and technologies.
- Attend District mandated training and participate in investigations as directed. Assist in addressing discrimination and harassment, and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to Human Resources.
- Promote a culture of continuous improvement and evidence-based decision making.
- Encourage experimentation and innovation while maintaining high standards of service quality.
- Stay current with emerging trends and best practices in student services and higher education.

QUALIFICATIONS

Knowledge of:

- Principles and practices of student services administration in California community colleges.
- Federal, state, and local regulations governing student services including Title IX, ADA, FERPA, and California Education Code.
- Student development theory and best practices in student success and completion.
- Equity, diversity, inclusion, and social justice principles and practices.
- Strategic planning, organizational development, and change management principles.
- Budget development, fiscal management, and resource allocation.
- Personnel management, supervision, and staff development.
- Research methods, data analysis, and assessment techniques.
- Technology applications in student services and enrollment management.
- Community college transfer and career pathways.
- Crisis intervention and student conduct processes.

Ability to:

- Provide visionary leadership and strategic direction for comprehensive student services operations.
- Promote equity, inclusion, and student success for diverse populations.
- Develop and implement innovative programs and services that remove barriers to student success.
- Communicate effectively with diverse constituencies both orally and in writing.

- Analyze complex data and use evidence-based decision making.
- Manage multiple priorities and complex projects simultaneously.
- Build and maintain effective partnerships with internal and external stakeholders.
- Demonstrate cultural competency and sensitivity to diverse student populations.
- Adapt to changing environments and lead organizational change.
- Establish and maintain cooperative working relationships with all levels of the organization.
- Represent the District professionally in various forums and settings.

Education and Experience:

Education:

- Master's degree from an accredited institution in student services, higher education administration, counseling, psychology, or related field. (Doctoral degree preferred)

Experience:

- Five (5) years of progressively responsible leadership experience in student services or related areas in higher education. (California community colleges preferred)

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.