

**Victor Valley Community College District**

**CLASS TITLE: DIRECTOR OF OUTREACH & STUDENT SUCCESS AND SUPPORT PROGRAM (SSSP)**

**FLSA STATUS: EXEMPT**

**BASIC FUNCTION:**

Under the direction of an area administrator, provide leadership, supervision, and administrative management support to the Student Success and Support Program for the Student Services Division and coordinate all school relations and Outreach activities for the college including the recruitment of prospective students to the college; prepare and deliver oral presentations to elementary, middle/junior/high school students, adult schools, and community groups; create in-reach activities to promote classes and programs to current students; coordinate assigned programs including Early Admissions Program, College Bound Program; serve as liaison with all of the High Desert High School Districts; compile statistics and conduct research to evaluate and report on program effectiveness.

**REPRESENTATIVE DUTIES:**

Plan and coordinate outreach efforts with all of the High Desert High School Districts; assist high school students in the process of submitting their online college application and other related admission documents; register students in the program; conduct follow up with program participants and college and feeder school staff; coordinate with other college programs, services and locations. *E*

Design and deliver oral presentations and workshops for high school, middle school and elementary school programs and community groups; provide college curricular and student services information to high school staff, students and parents. *E*

Organize and coordinate college fairs in cooperation with neighboring college/university outreach offices; attend college fairs as a representative of the college district. *E*

Coordinate college representation at community events including scheduling and lead on site college district personnel. *E*

Collaborate with departments and career programs to enhance recruitment and retention of under-represented students. *E*

Coordinate publications of brochures, newsletters, and other informational material related to school relations and outreach. *E*

Plan and carry out annual events that bring high school students and personnel to the college district. *E*

Determine residency status of student applications in accordance with State residency rules, regulations, and requirements as well as admission rules, regulations, and requirements for international and non-resident students and immigration laws; review documents, verifications, and other materials as required to verify residency status. *E*

Advise students in correct procedures for completion of forms and applications; explain applications, requirements, and restrictions; review completed forms for accuracy and completeness; follow up on incomplete applications; process various applications and forms. *E*

Prepare and transmit correspondence for students, verifying student status and other information; respond to student requests from other educational institutions and agencies involving the verification of student status and records. *E*

Establish positive relationships with business leaders, public agencies, and other community groups to partner in mutually beneficial activities. *E*

Assist students with the on-line college applications process. *E*

Develop and manage assigned budget; assist with marketing efforts, retention, advising, data collection and research. *E*

Prepare mid-year and end-year expenditure reports; Collaborate with the SSSP/SEP/BSI Integrated report. *E*

Serve on district committees as assigned. *E*

Interpret and apply county, state and federal policy and legislation as it relates to the area. *E*

Anticipate, prevent and resolve difficult and sensitive inquiries, conflicts and complaints. *E*  
Performs related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Operational characteristics, services, and activities of a Student Development program.

Principles and practices of program development and administration.

Principles and practices of budget preparation and administration.

California Community College philosophy and mission, Title 5 regulations and Education Codes related to student organizations, behavior and fees.

Principles of group dynamics and intermediate leadership development training.

Principles of supervision, training, and performance evaluation.

Methods and techniques of technical, administrative, and financial report preparation and presentation.

Principles and practices of contract administration.

Office procedures, methods, and equipment including computers and applicable software applications, such as word processing, spreadsheets, and databases.  
Pertinent federal, state, and local laws, codes, and regulations.

**ABILITY TO:**

Oversee and participate in the management of a comprehensive student development program for a College that includes a series of interrelated projects or functional areas of significant depth and complexity.

Plan, organize, direct, coordinate, and evaluate assigned programs.

Plan, schedule, and review the work of assigned staff.

Advise and direct students in various organizational activities.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods and techniques.

Prepare clear and concise administrative and financial reports.

Participate in the preparation and administration of budgets.

Work effectively under pressure, meet deadlines, and adjust to changing priorities.

Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical and learning disabilities.

Interpret and apply federal, state, and local policies, laws, and regulations.

Interpret and apply California Education Code, Title 5, federal, state, and local policies, laws, and regulations as it relates to the position.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**EUDCATION AND EXPERIENCE:**

A Master's degree from an accredited college or university in education, student services, human services, business or a related field and/or discipline. A minimum of three (3) years of experience working with Guidance/Student Development courses, including at least one (1) year supervising and directing work of others.

Must have sensitivity to and an understanding of the diverse academic socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel.

**Preferred Experience:**

Experience in the California Community College System.

**LICENSES AND OTHER REQUIREMENTS:** Valid California driver's license  
**WORKING CONDITIONS:**

Office environment.

Position requires sitting and viewing a computer monitor for extended periods of time, hand and digit dexterity to operate a typewriter and computer keyboard, reaching, bending at the waist, and hearing and speaking to communicate and provide information to others.

Incumbents may be exposed to abusive and hostile individuals.