

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR, CAREER AND TRANSFER CONNECTIONS

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

DEFINITION

Under general direction, plans, organizes, and manages all functions and activities of the Career Center, Transfer Center, and the Student Employment Services (SES) Office. The Director, Career and Transfer Connections promotes success and career outcomes of the Southwestern Community College District students by helping to advance the pillars of guided pathways. The Director will develop, implement, monitor, and assess a strategic plan and vision that promotes the integration of work-based learning, career development, job placement, and transfer district-wide. Additionally, the Director will facilitate connections between students, faculty, staff, and the employment community; oversee career intervention program that will support students throughout their college experience at Southwestern; and provide leadership in developing resources to support new initiatives, existing programs, and ongoing Center operations. The Director works collaboratively and cooperatively to provide leadership and vision in the establishment of policies and procedures to deliver comprehensive career and transfer services to students. The Director provides leadership and oversight to assigned staff including training, supervising, and evaluating classified and hourly staff; planning and implementing departmental procedures; ensuring timely, efficient, and appropriate services and operations; and performing other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Dean of Counseling and Student Support Programs. Provides general direction and supervision to assigned faculty, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is an Educational Academic Administrator position under Department Director classification that plans, manages and oversees the daily functions, projects, and activities of Career Center, Transfer Center and Student Employment Services, including research, outreach, partnership development, strategic planning, special projects, and grants management. This class collaborates with the Dean, Counseling and Student Support Programs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of current career planning and integration applications, strengthening transfer pathways, education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. The position has full supervisory-level classification in student services that exercises independent judgment related to Career Center, Transfer Center and Student Employment Services functions and has significant accountability and ongoing decision-making responsibility associated with the work. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL 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.

1. Provides equity-minded leadership for the implementation and assessment of programs and services that engage students in industry/career strategy development and assists in executing a robust strategic plan for employers, parents, and community outreach and engagement regarding work-based learning, career development and job placement.
2. Trains, motivates, prioritizes, assigns, supervises, reviews, and participates in the work of assigned staff and faculty.
3. Executes an equity-focused strategic plan to significantly increase the number of internships and employment opportunities based on student interests and fields of study. Collaborate with the Career, SES and Transfer team to identify and develop work-based learning, internship and employment opportunities through employer outreach, regional collaboration with other colleges, and on-going analysis of available work-based learning opportunities to identify target industries or programs to meet student needs.
4. Raises awareness of and interest in Southwestern College and its students by targeting and cultivating relationships with employers through individual outreach and special events.
5. Connects employers to faculty, staff, and administrators for participation in special seminars, hosting work-based learning opportunities, interviews, etc.
6. Represents Southwestern College Career and Transfer Center at local, regional, state, and national professional association conferences and professional development workshops.
7. Ensures compliance with all applicable federal, state, and local laws as well as departmental and programmatic regulation while maintaining current knowledge of trends and practices in the field.
8. Prepares and administers assigned program budgets; forecasts funds needed for staffing, equipment, materials, and supplies.
9. Collaborate with Career Education (CE) faculty and programs to raise campus and community awareness about emerging and existing workforce trends, opportunities, pathways, and job placements. Continue to monitor and set goals to enhance and increase CE program participation and enrollments.
10. Resolves operational and administrative problems; identifies problem areas and issues; conducts research to find alternative solutions.
11. Maintains the efficiency and integrity of the SES and Career/Transfer center platforms and databases; compiles and tabulates statistical data; compiles information from various sources and prepares appropriate forms, schedules, and reports; lists, abstracts, and summarizes data; inputs and reviews data and prepares special and periodic reports related to assigned projects and/or program areas including state and federally mandated reports; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.
12. Develops yearly calendar of events, workshops, and other schedules related to assigned activities and services; reviews, updates, and informs others of essential timelines; coordinates assigned activities; ensures the timely completion of work in accordance with established policies, procedures, and standards.
13. Provides technical information and assistance regarding area of assignment to students, staff, and the general public; interprets and explains program applications, policies, procedures, requirements, and restrictions.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Director, Career and Transfer Connections - *Continued*

14. Plan, promote and coordinate career transfer fairs for Southwestern College students and local employers.
15. Develop strong relationships with faculty resulting in classroom presentations to promote job connections, internships, Job Link, and Career and Transfer Connections and to benefit students by job placement and more accurate job placement data.
16. Develop, grow and maintain contacts in the Mentor Network to support all facets of work-based learning. Market Mentor Network to employers, professionals, alumni, students, and faculty.
17. Compile statistics and other data for special reports. Work with Research Office to capture and compile statistics, and routinely prepare reports on referrals, job placement transactions, retention, and success rates.
18. Utilizes various computer applications and software packages; maintains and generates reports from a database or network system.
19. Serves on appropriate District committees as assigned.
20. Attends professional group meetings and workshops; stays abreast of new trends and maintains a working knowledge of information related to area of assignment.
21. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, management, implementation, supervision and evaluation.
- Equity-minded strategic planning, project coordination, and evaluation
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Effective practices in career coaching and work-based learning.
- The employment/labor market, job search process, resume preparation, and interview strategies.
- Career development theories and stages of development.
- Occupational terminology, occupations, and basic requirements for jobs.
- The rules and regulations governing student employment and service learning.
- Basic transfer steps and processes, terminology, common services, and desired outcomes
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Language, grammar, and writing skills to prepare professional correspondence, position advertisements, and informational brochures.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles and practices of record keeping.
- Sufficient interpersonal skills to convey technical concepts to others and to deal with sensitive and confidential information. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Director, Career and Transfer Connections - *Continued*

- Techniques for 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, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- Participatory governance process and venue, fostering open communication among divisions, programs, personnel, and services.

Ability to:

- Plan, coordinate, organize, and implement the functions and services of assigned program areas.
- Participate in the development and implementation of goals, objectives, policies, procedures, and work standards for assigned program areas.
- Participate in the development of, monitor budgets, and effectively utilize resources.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Plan and execute small- and large-scale events for students, staff, and the community.
- Screen, interview, and assess needs of students and clients.
- Delegate authority and responsibility.
- Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.
- Work under steady pressure with frequent interruptions and a high degree of public contact in person, virtually or by phone.
- Learn and apply laws, regulations, policies and procedures for equal employment opportunity.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, 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.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Work independently in the absence of supervision.

EDUCATION AND EXPERIENCE:

Master's degree from an accredited college or university, preferably in a discipline related to the assignment, such as career and transfer counseling or academic advising, business, marketing and public relations or administration, organizational development, or social sciences **AND** five (5) years of

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Director, Career and Transfer Connections - *Continued*

supervisory or administrative experience in higher education career services or similar program requiring supervision, leadership, organizational, and technical skills in a high public contact environment **OR** possession of a valid California Community College Supervisor Credential **OR** the equivalent.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to visit various District and meeting sites; 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 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. The incumbent must occasionally climb, bend, stoop, or kneel in the performance of work duties. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employee works 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, students, and/or members of the public in interpreting and enforcing departmental policies and procedures.

Created: May 2021(Replaces Student Employment Services Supervisor)
Human Resources