

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF STUDENT SUPPORT PROGRAMS

DEFINITION

Under general direction, plans, organizes, oversees, and directs all activities of the Counseling & Assessment Centers; directs, develops, coordinates, and oversees student support programs operations, services and activities, in accordance with the departmental planning efforts; ensures implementation and consistent delivery services District-wide; monitors all services for compliance, performance measures, data collection, and reporting; supervises classified staff assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Dean, Student Affairs. Exercises direct and general supervision over technical and clerical staff. Provides functional supervision of faculty in matters such as scheduling, payroll, and supporting special projects.

CLASS CHARACTERISTICS

This is a classified administrator classification that manages all activities of the Counseling & Assessment Centers and student support programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Dean in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating programmatic work.

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. Plans, manages, and oversees the daily functions, operations, and activities of the Counseling & Assessment Center, including orientation, assessment, student education plans, counseling, and advising.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; within program policy and departmental plans, recommends appropriate service levels and resources; recommends and administers policies and procedures.
3. Participates in the development of the department budget; coordinates faculty scheduling with Dean in order to adhere to budget limits.
4. Through supervision of staff and participation in and facilitation of work groups, develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of student support programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting

relationships; identifies opportunities for improvement and makes recommendations to the Dean.

5. Participates in the selection of, trains, motivates, and evaluates assigned classified staff; coaches employees toward improved performance; recommends discipline to the Dean as needed.
6. Plans and facilitates faculty scheduling for Counseling Center and arranges for faculty substitutes as needed, for approval by Dean; approves adjunct faculty payroll; relays performance feedback about faculty to department chair or dean for their further action.
7. Participates in developing strategic plans for the Counseling & Assessment Centers and student support programs by coordinating with other departments and divisions.
8. Updates student records and verifies student data in the District's student information system; enters and retrieves a variety of information and reports.
9. Initiates, oversees, and directs the collection of student data to measure and evaluate student success, including retention and persistence rates, passing rates, academic achievement scores, and college entrance information.
10. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of student support programs and other services as they relate to the area of assignment.
11. Advises, provides guidance, and prepares and delivers presentations on student support programs to faculty, staff, and administrators District-wide.
12. Maintains and directs the maintenance of working and official departmental files.
13. Monitors changes in laws, regulations, and technology that may affect District or program operations; implements policy and procedural changes as required.
14. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean.
15. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
16. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of grant funding, including securing and maintaining funding from external agencies, and complying with reporting requirements.
- 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.

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- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- 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.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards for assigned program areas.
- Provide administrative and professional leadership and direction for the department and assigned program areas.
- Effectively work with persons from diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds.
- 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.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the District and the program in meetings with participants both inside and outside the District.
- 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.

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- 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 which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in education, educational leadership, or a related field, **AND** five (5) years of work experience in higher education, including three years of progressively responsible experience in a Student Affairs function and two years of supervisory experience.

LICENSES AND CERTIFICATIONS:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

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.

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, before groups, 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. 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 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, faculty, students, and/or the public in interpreting and enforcing departmental policies and procedures.