

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: SUPERVISOR, EXTENDED OPPORTUNITY PROGRAMS AND SERVICES AND SPECIAL POPULATIONS**

#### **DEFINITION**

Under general direction, supervises, organizes, and coordinates the operations and activities of the Extended Opportunity Programs and Services (EOPS)/Cooperative Agencies Resources for Education (CARE), Fresh Success (FS), Summer Readiness Program (SRP) and other special programs as assigned; reviews, recommends, implements, and interprets federal, state, and departmental regulations, policies and procedures related to EOPS/CARE programs; directs and provides ongoing supervision to EOPS staff; serves as the primary coordinator of the CARE program; supervises the EOPS program in the absence of the Director, EOPS and Special Populations; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Extended Opportunity Programs and Services and Special Services. Exercises direct and general supervision over assigned technical and administrative support staff. In the absence of the Director, provides functional supervision of faculty in matters such as scheduling, payroll, and supporting special projects.

#### **CLASS CHARACTERISTICS**

This is a full supervisory-level classification that oversees activities and day-to-day operations of the EOPS/CARE program, including administration of policies, procedures, and programs. This classification is distinguished from the Director, EOPS and Special Populations in that the latter has overall responsibility for all functions of the EOPS and Special Populations Department.

#### **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. Coordinates the operations and activities of the EOPS/CARE program and other special programs as assigned; coordinates EOPS/CARE activities including outreach and recruitment, peer advising, student eligibility, new student orientations, and other EOPS/CARE activities.
2. Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implement resulting policies and procedures.
3. Reviews, monitors, and evaluates functions, activities, and services to ensure compliance with established policies and procedures as well as state and federal requirements, regulations, and mandates; makes recommendations for changes and improvements to existing standards and procedures.
4. Participates in the selection of, trains, motivates, and directs staff; evaluates and reviews work for acceptability and conformance with work standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
5. Resolves operational and administration problems; identifies problem areas and issues; conducts research to find alternative solutions.

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6. Participates in addressing students' personal, program- and staff-related complaints; resolves problems regarding student eligibility, acceptance, utilization of programs, and delivery of programs and services in assigned programs.
7. Provides information and assistance to the District community, local high schools, other colleges and universities, government agencies, private sector and community organizations in the marketing of and recruitment for the EOPS/CARE, FS, and SRP programs through presentations, pamphlets, brochures, flyers, letters, telephone, and personal contact.
8. Provides support in the coordination of EOPS/CARE activities at Higher Education Centers.
9. Collaborates with other District offices to provide sufficient communication, service, and stewardship to District students.
10. Compiles and tabulates statistical data; maintains current and accurate MIS data required for the program; 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.
11. Participates in the development of assigned program budget.
12. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
13. Attends professional group meetings, committees, and workshops; stays abreast of new trends and maintains a working knowledge of information related to area of assignment.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. 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 employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Development, implementation, and assessment of student learning and/or service area outcomes.
- 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.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications. Principles and practices of record keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.

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- 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:**

- Provide professional leadership and direction for the assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- 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.
- Delegate authority and responsibility.
- 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.

**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 four-year college or university **AND** four (4) years of progressively responsible administrative experience, preferably in a non-profit or education setting, developing or administering programs to address the needs of underserved populations.

**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; 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. The incumbent must occasionally climb, bend, stoop, or kneel in the performance of work duties. Incumbent must possess the ability to lift, carry, and push materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

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*Adopted by Governing Board*

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*Koff & Associates*