

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DEAN OF STUDENT SERVICES

SUMMARY DESCRIPTION

Under the administrative leadership and direction of the Vice President for Student Affairs, serves as administrative leader responsible for the development, coordination, and supervision of student services functions, programs, and services that may include, but are not limited to, student development, student discipline, health services/personal wellness, study abroad program, outreach and school relations, and admissions and records; determines goals and objectives to support quality instruction and services; articulate and implement an overall vision within the College's strategic plan; assumes responsibility for making decisions necessary for the effective operation of assigned student services programs; and represents the unit to other segments of the College's internal and external community.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide leadership in the development, improvement, and maintenance of excellence in student services and other assigned programs; encourage innovative strategies and systems for effective service delivery; provide management direction and oversight to administrators responsible for programs and services within the Department. ***E***
2. Provide leadership for the effective use of resources to enhance student services planning, student access and success, and overall program and service quality. ***E***
3. Coordinate with administrators, faculty, staff and student leadership to formulate policies for designated programs and services. ***E***
4. Participate in the selection and evaluation of new administrators, faculty, and staff; supervise and evaluate assigned personnel in accordance with College District policy; provide leadership in the professional development of assigned faculty, staff, and administrators in accordance with College District policy and procedures to correct deficiencies. ***E***
5. Manage the judicial affairs processes; administer student discipline and coordinate student discipline and grievance procedures according to Board policies, administrative procedures, and other state and federal regulations. ***E***
6. Provide leadership in the implementation and evaluation of the College District's Crises Response program in collaboration with other units and local agencies including college police and health services/personal wellness. ***E***
7. Provide training to faculty, staff, and administrators regarding student conduct policies, procedures and due process. ***E***
8. Serve as the Academic Accommodations Officer in compliance with the Americans with Disabilities Act (ADA). ***E***
9. Coordinate assigned programs with other college functional units and locations; collaborate with instructional areas and other units in program development and delivery of services. ***E***
10. Work in partnership with Instructional Support Services in the development, implementation, and evaluation of enrollment management initiatives. ***E***
11. Collaborate with appropriate staff in the development and implementation of activities, policies, and procedures relevant to federal and state compliance. ***E***
12. Remain current on legislation and regulations affecting assigned areas; adjust programs and/or services as required to ensure compliance. ***E***

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Dean of Student Services - *Continued*

13. Prepare organizational and operational studies; prepare a variety of statistical and narrative reports for informational, planning, and compliance purposes; recommend modifications to programs, services, policies, and procedures as appropriate; submit items for administration and Governing Board consideration. *E*
14. Prepare and recommend budgets for assigned areas; monitor expenditures. *E*
15. Create an atmosphere of collegiality and support the goals of participatory governance. *E*
16. Evaluate effectiveness of student services programs through systematic program review that includes the development, implementation, and evaluation of learning outcomes. *E*
17. Oversee the planning and supervision of student activities and events. *E*
18. Direct the development of publications and communication for assigned student services programs including student handbooks, brochures, forms, and other related materials. *E*
19. Provide leadership in the implementation of technology projects and integrated systems to enhance programs and services. *E*
20. Serve as an advocate for the College District on local, state, and national levels; represent the College District in the community; serve on college, regional, community, and statewide organizations and committees. *E*
21. Establish partnerships with feeder school districts, colleges, and other agencies and groups whose services and activities is related to student services. *E*
22. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Pertinent federal and state laws, codes, rules, regulations, and guidelines including the Family Educational Rights and Privacy Act, California Education Code; Title 5, and other guidelines and regulations related to students records and code of conduct and the administration of student services programs within community colleges.

Operations, services, and activities of the assigned student services programs.

Applicable policies, procedures, goals, and objectives of the assigned programs and services.

Methods and techniques of leadership and management.

Methods and techniques of hiring, supervision, and performance evaluation.

Methods and techniques of developing and implementing student support programs and services.

Principles and practices of curriculum and course development.

Principles and practices of budget preparation and administration.

Methods and techniques of research, analysis, and decision making.

Principles and procedures of report preparation.

Effective and appropriate oral and written communication skills.

English usage, grammar, spelling, and punctuation.

Interpersonal skills using tact, patience, and courtesy.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Provide vision and creativity to solving problems and developing new services that create greater student success.

Direct the activities of and provide effective leadership for assigned programs and services.

Oversee and participate in the development, administration, and implementation of program goals, objectives, learning outcomes, policies, and procedures.

Develop and monitor an operational budget.

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT
Dean of Student Services - *Continued*

Develop, coordinate, and manage effective programs and services.
Select, supervise, train, and evaluate assigned administrators, staff and faculty.
Review student services and recommend program modifications.
Exercise critical and independent judgment.
Serve on a variety of committees and boards.
Work successfully with College District faculty, administrators, staff, and students.
Resolve sensitive issues through the use of mediation and conflict resolution skills.

Operate office equipment and related technology.
Plan and organize multiple activities and tasks to meet schedules and time lines.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Minimum Qualifications: A Master's degree in any academic area OR the equivalent OR possession of a valid California Community College Supervisor Credential. A minimum of two years of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

Preferred Qualifications: Three or more years of management and leadership experience in developing and implementing student services and student development programs that advance the mission of the community college and its students; experience with the use of conflict resolution strategies; an understanding of technology trends related to area of assignment; and experience in a community college environment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distraction; extended periods of time viewing computer monitor; work outside of normal business hours may be required in order to meet deadlines and to attend meetings in the evening or on weekends; travel may be required.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.