

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT SUPPORT SERVICES SUPERVISOR

SUMMARY DESCRIPTION

Under general direction of the Dean of Counseling & Student Support Programs or designated administrator, assist in planning, coordinating, and implementing assigned student success and support program (SSSP) areas and services, which may include the Counseling Center and Assessment Center; provide direction and oversight to assigned staff including to train, supervise, and evaluate classified and hourly personnel; assist in planning and implementing departmental procedures; and ensure timely, efficient, and appropriate services and operations.

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. Supervise and coordinate the operational functions, activities, and services of assigned student success and support program areas, which may include the Counseling Center and Assessment Center; coordinate activities including orientation, assessment, student education plans, counseling and advising, follow-up services, and other related activities with other District departments and personnel, educational institutions, governmental and private agencies, and the public. **E**
2. Plan, prioritize, assign, supervise, review, and participate in the work of assigned staff; provide training, supervision, and evaluation of assigned classified and hourly personnel; interview prospective hourly employees, tutors, and student worker; make recommendations regarding employment; schedule and assign work; arrange for faculty substitutes and extra coverage as necessary; ensure that work is performed in a competent and timely manner. **E**
3. Assist in the planning, design, and implementation of program elements that support service delivery; establish schedules and methods for providing assigned services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly. **E**
4. Review, monitor, and evaluate operations, functions, activities, and services to ensure compliance with established policies and procedures as well as state and federal requirements, regulations, and mandates; make recommendations for changes and improvements to existing standards and procedures. **E**
5. Recommend programs and student services to be offered at the Higher Education Centers; within parameters established by the Dean, propose workshops and other student services offerings; recommend faculty assignments and possible schedules. **E**
6. Prepare and administer assigned program budget; forecast funds needed for staffing, equipment, materials, and supplies. **E**
7. Participate in the development and implementation of goals, SLOs/AUOs, objectives, policies, and priorities for assigned program areas; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; assist in the planning, design, and implementation of program elements that support service delivery; develop and maintain handbooks, forms, and related policies and procedures. **E**
8. Compile and tabulate statistical data; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, and summarize data; input and review data and prepare special and periodic reports related to an assigned projects and/or program areas including state and federally mandated reports; verify accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates. **E**
9. Initiate, oversee, and direct the collection of student data to measure and evaluate student success, including retention and persistence rates. **E**

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10. Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; ensure the timely completion of work in accordance with established policies, procedures, and standards. *E*
11. Provide technical information and assistance regarding area of assignment to students, staff, and the general public; interpret and explain program applications, policies, procedures, requirements, and restrictions. *E*
12. Resolve operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions. *E*
13. Respond to and assist with campus emergencies; receive complaints and concerns and prepare incident reports. *E*
14. Provide SSSP technical assistance for all credit and non-credit SSSP core services to classified staff, faculty, and supervisors as assigned. *E*
15. Communicate with Admissions & Records personnel to organize and oversee the registration process for the various learning communities; implement established registration guidelines and procedures. *E*
16. Manage and oversee computer systems in assigned areas; participate in the development of new systems and in solving problems with existing systems in collaboration with Computer Services staff; recommend selection of equipment to be purchased; verify completed work orders for accuracy and completeness; estimate job costs.
17. Utilize various computer applications and software packages; maintain and generate reports from a database or network system. *E*
18. Serve on appropriate college committees as assigned. *E*
19. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.
20. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operations, services, and activities of assigned student support services program areas.
Basic program management principles and practices.
Methods, techniques, and technical knowledge of business/industry principles and practices used in the performance of duties and responsibilities specific to the area of assignment.
Principles and techniques of supervision, training, and performance evaluation.
Processes, procedures, and practices of budget preparation and administration.
District organization, operations, policies, and objectives both in general and as they apply to student support services program areas.
Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment.
General principles, practices, and procedures of business administration and public administration.
Referral agencies, services, and departments on and off campus.
Basic research methods and techniques; available information and research resources.
Principles, practices, and procedures of business letter writing.
Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
Principles and practices used to establish and maintain files and information retrieval systems.

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Basic mathematical concepts.

Principles and techniques used in public relations.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and specialized software including scheduling, tracking, document imaging, and web based software.

Interpersonal skills using tact, patience, and courtesy.

English usage, grammar, spelling, punctuation, and vocabulary.

Spanish language usage, spelling, grammar, and punctuation is desirable.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

Ability to:

Plan, coordinate, organize, and implement the functions and services of assigned program areas.

Supervise, organize, and review the work of assigned classified staff.

Plan, organize, and assign work to meet schedules and changing deadlines.

Select, supervise, train, and evaluate staff.

Perform a full range of technical, program support, administrative, and specialized duties involving the use of independent judgment and personal initiative.

Understand the organization and operation of the assigned office and/or program area as necessary to assume assigned responsibilities.

Understand, interpret, apply, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Use technical concepts and basic program management tools and techniques to effectively coordinate a program area and solve complex problems in creative and effective ways.

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

Participate in the development and administration of policies and procedures.

Participate in the preparation and administration of assigned budgets.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning assigned program area, functions, and resources.

Screen, interview, and assess needs of students and clients.

Research, compile, analyze, and interpret data from diverse sources.

Prepare a variety of reports, business correspondence, and procedure manuals related to area of assignment using correct English usage, grammar, spelling, punctuation and vocabulary.

Maintain accurate and complete records and files; implement and maintain filing systems.

Use sound judgment in recognizing scope of authority.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Work successfully with District faculty, administrators, staff, and students as well as community representatives.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

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.

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EDUCATION AND EXPERIENCE

Any combination equivalent to: Associate's degree and three years of increasingly responsible experience requiring supervision, leadership, organizational, and technical skills in a student support services area or high public contact environment. Additional experience may substitute for some higher education experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record may be required to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

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 distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

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; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

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

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