

VICE PRESIDENT, STUDENT SERVICES

DEFINITION:

Under direction of the Superintendent/President envision, plan, organize, coordinate, develop, direct, administer and evaluate supportive programs, services, resources and activities for students; provide leadership and direction to academic and classified staff in all areas of student services including matriculation, articulation, admissions and records, counseling, student activities and government, student center, financial aid, tutorial services, health, Extended Opportunities and Programs and Services (EOPS), Disabled Student Programs and Services, athletics, career opportunities and job placement, college transfer services and marketing.

DISTINGUISHING CHARACTERISTICS: This is an academic management position assigned to a comprehensive community college district with a wide variety of instructional and supportive programs, resources and facilities. The incumbent reports directly to the Superintendent/President. The Vice President of Student Services, provides leadership for academic and classified staff involved in the delivery and administration of the full range of comprehensive student services program for the college. The incumbent works closely with the Superintendent/President to facilitate achievement of goals and objectives consistent with district mission and goals, and also formulates, develops and implements student services, systems, policies, standards and activities in compliance with a variety of federal, State, and local laws, regulations, policies and procedures, and Board of Trustees approved policies.

EXAMPLES OF ESSENTIAL DUTIES: (Listed examples may not include all tasks which may be found in the position assigned to this class.)

Provide direction and leadership to all academic and classified staff assigned to student services functions, programs, operations and activities on an assigned college campus; formulate, develop, implement and review a broad variety of policies, standards and outcomes to assure that students are afforded optimum supportive services while pursuing academic and vocational fields of study.

Serve as a member of the Superintendent/President's leadership team and participate in establishing and achieving institutional goals in accordance with the district's educational master plan; direct the development of short- and long-range plans for all student services functions in coordination with the leadership of other district entities.

Assure optimum services to students in all areas of student life, including maintenance of student records, academic and personal counseling, recreational and sports activities, health services, student government and other clubs and organizations, tutorial services, financial aid, and assistance programs for students with disabilities.

Direct the management, operations and activities of the district's student activities center; assure that a diversity of social, recreational and athletic opportunities are available to all student groups within the college community.

In a quality and service-oriented environment, supervise and evaluate the performance of administrators and supervisors responsible for administration and implementation of

supportive student services; promote an environment of cooperation and mutual effort to foster the success and achievements of students.

Confer with district administrators and others regarding management issues involving student services and programs of the district including recommendations for new or revised policies and procedures; assure that all areas of student services interface effectively and are appropriately integrated with the instructional program.

Work closely with academic staff in regard to developing, modifying and enhancing student services; review and evaluate existing programs and promote expansion of services to meet the diverse needs of community college students including new, transfer, re-entry and high school advanced placement students.

Serve as the Superintendent/President's designee for student discipline and related policies; promote the resolution of disciplinary issues through the district's internal process; assure the fair, consistent and objective enforcement of policies and regulations governing student conduct.

Represent the district to local, State and federal governmental bodies and agencies involved in providing benefits, resources, services and programs for community college students; when requested, represent the district to the community including other educational institutions, business interests and service organizations.

Assure compliance with all applicable laws, rules, regulations and restrictions related to assigned student supportive services, programs and activities; assure that the highest legal and ethical standards are maintained and clearly communicated to subordinate personnel.

Review and evaluate effectiveness of key personnel, programs and services; assure development and implementation of supplemental programs and services which are efficient, effective and responsive to the needs of the community and district; recommend operational changes and improvements as appropriate.

Direct the efforts and activities of assigned committees, task forces and work groups; delegate responsibility to subordinates for representing the district's interests in the local community and at State or national meetings; review and evaluate information, factual summaries and recommendations from work groups and team leaders.

Work collaboratively with faculty, deans and administrators in developing the college catalog and schedule of classes; direct planning for college graduation ceremonies.

Review reports related to the financial resources of assigned programs and services; assure that human and financial resources are allocated efficiently and effectively; direct the timely and accurate preparation of records, reports, summaries and projections of data related to student participation, funding and implementation of short- and long-range plans.

Serve as coordinator for district marketing activities; serve as coordinator of off-campus education sites as assigned.

Select, assign, orient, train, supervise, counsel, discipline and annually evaluate the performance of direct subordinates; delegate the responsibility for supervision of indirect subordinates to subordinate supervisors to assure efficient and effective performance; develop expectations for performance and standards of excellence.

May be assigned to lead or participate in college committees, initiatives, teams or ad hoc groups; responsible and accountable for completion of assigned tasks when assigned to such a group; when chairing such a group, evaluate the performance of committee members and forward input to members' supervisors for consideration during the performance evaluation process.

May be assigned as acting Superintendent/President during the Superintendent/President's routine absence from the district.

Perform related duties as assigned.

QUALIFICATIONS:

Education and Experience: Any combination equivalent to: Master's degree in education, public administration, counseling or related field and at least five years of increasingly responsible experience in managing student services activities at an educational institution.

Knowledge of:

- Principles, theories and practices of administration specifically related to the student services available at institutions of higher education
- Development and implementation of a broad variety of student services and programs at a community college
- Programs and services designed to foster the academic achievement of students including personal and academic counseling, tutorial services, assistance programs for students with disabilities, student activities and government, financial aid, veterans affairs and other programs
- Principles and practices of leadership, management and supervision
- State Education Code sections, federal laws and regulations, and district policies related to student services and programs, including the Americans with Disabilities Act, educational benefits for veterans, financial aid and other programs
- Local, State and federal laws governing a community college district
- District organization, operations and objectives
- Budget administration for multi-faceted student services programs
- General trends in academic, vocational, community and contract education
- Needs, interests and concerns of various groups of community college students
- Oral and written communication skills
- Interpersonal skills including tact, patience and diplomacy

Ability to:

- Provide leadership and direction to district administrators, faculty and classified staff assigned responsibility for student activities and government, tutorial services, financial aid, admissions and records, personal and academic counseling, Disabled Student Programs and Services, veterans affairs, and other student services areas

- Select, assign, orient, train, supervise, counsel, discipline and evaluate the performance of direct subordinates
- If chairing a committee, evaluate the performance of committee members and forward input to members' supervisors for consideration during the performance evaluation process
- Plan, organize, direct, administer, review and evaluate all student services programs, services and activities
- Analyze complex financial, statistical and narrative data regarding the college's student services
- Maintain current knowledge of supportive programs and services for various constituencies within the college community
- Assure compliance with local, State and federal laws related to the provision of student services on a community college campus
- Direct the effective interface and integration of student services and programs
- Develop, implement and promote innovative student services and supportive learning resources as an integral part of the instructional program
- Communicate effectively both orally and in writing
- Establish and maintain effective and cooperative working relationships with others
- Delegate authority and responsibility to subordinates effectively
- Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy

OTHER REQUIREMENTS: A valid California driver's license.

WORKING CONDITIONS: Duties are primarily performed in an office environment at a desk or computer terminal. Incumbents are subject to frequent interruptions and contact in person and on the telephone with executive, management, supervisory, academic and classified staff and the general public. Frequently must travel to other offices or locations to attend meetings or conduct work.

PHYSICAL DEMANDS: Typically must sit for long periods, use hands and fingers to operate a computer keyboard, see clearly to read normal and fine print, speak clearly and distinctly to provide information in person or on the telephone, hear and understand voices over telephone and in person, and regularly lift, carry and/or move office objects.