

Position: Dean, Student Support Services

Summary

Plans, supervises, assesses and evaluates recruiting and retention of students to the District by integrating services such as, but not limited to financial aid; student employment and related economic opportunities; assisting student transferring to a college, university, or the workforce; and retention and recruitment programs for hard-to-reach or at-risk students. Leads and oversees Extended Opportunity Programs and Services (EOPS).

Distinguishing Career Features

The Dean, Student Support Services reports to the Vice President, Student Services and is responsible for developing and maintaining programs that meet the needs of a very diverse student population, encourage excellence and innovation in education. Provides complex and responsible administrative support to the Vice President, Student Services.

Essential Duties and Responsibilities

- Develops, prioritizes, and implements annual goals and objectives for level and scope of services, promoting programs and services, and ensuring that assessment instruments are state validated and/or valid in connecting students to careers and matriculation, as appropriate.
- Leads, trains, supervises, evaluates and provides information to staff to enhance their ability to accomplish the unit's objectives, vision, and mission. Certifies payroll for assigned personnel. Applies the terms and provisions of applicable collective bargaining agreements; state and federal laws; and District Board Policies and Administrative Procedures in personnel matters.
- Leads and oversees the planning, supervision, assessment and evaluation of EOPS
- Responsible for insuring accuracy of print and online publications related to the area of responsibility.
- Provides leadership in the new and emerging technologies in support of student services.
- Plans and develops outreach programs. Determines needs and makes appropriate referrals and follow-up arrangements with relevant service agencies and local high school contacts. Encourages underrepresented and disadvantaged students to enroll in appropriate educational programs.
- Directs the Financial Aid office services that provide students with financial aid in the form of loans, grants, employment, and scholarships from state and federal sources. Directs the assessment of satisfactory student academic progress standards, student probation, and student termination as required by financial aid funding agencies.
- Directs financial aid including award packaging and accounting functions, and successfully coordinates delivery of services and advancement of information systems within and including other departments.

- Promotes and supports developmental education, tutorial services, selected academic success strategies, learning communities and other motivational services to nurture a campus climate conducive to the success of educationally and socio-economically diverse current and prospective students.
- Plans and directs gathering of student data, operational data, and financial aid information for use in EOPS, and publications to establish goals and activities for financing and serving students' education.
- Develops and monitors budgets and maximizes financial resources.
- Creates innovative retention and technological programs to enhance and develop services to students.
- Coordinates and provides input to maintain college catalog information.
- Prepares recommendations and/or contracts as appropriate and submits them to administration for Board of Trustees consideration.
- Remains current on legislation and regulations affecting assigned area to adjust programs and/or services to assure compliance as required. Represents the District in advocacy settings.
- Participates in community, state, and national organizations and meetings.
- Participates in and supports the accreditation process.
- Anticipates, prevents, and resolves conflicts and problems under areas of supervision.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Participates on or chairs committees, task forces and special assignments.
- Performs other related duties as assigned.

Qualifications

Minimum Qualifications for Education and Experience

Requires a master's degree with a major or concentration in Counseling, Psychology, Human Services, Career Development, or related area and five years in the management and administration of college-level student assistance programs, education programs, community organization, and government programs working with disadvantaged clientele, with one year in an administrative capacity. Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population.

Knowledge and Skills

The position requires advanced specialized knowledge of:

- Theories, principles, and practices associated with higher education counseling, curriculum and instruction, matriculation, and student services, including financial aid.
- Development, maintenance and administration of a budget.
- Philosophy and objectives of the community college.
- Principles of functional leadership, training and performance evaluation.

- Pertinent federal and state laws and regulations.
- Learning and student success process, assessment, student learning outcomes, learning communities and application of technology.
- Strategic planning in organization and management practices, assessment, analysis and evaluation of programs, policies and administrative needs.
- Financial aid, extended opportunity programs and services, and program development and evaluation.

The position requires demonstrated skill in:

- Developing assessment, teaching, and learning processes that enhance student success and outcomes.
- Organizing work and building an effective team to meet the needs of the assigned areas.
- Oral and written language sufficient to prepare reports and professional correspondence.
- Human relations/interpersonal skills to conduct performance reviews, deliver presentations, and convey technical information to a wide variety of audiences.

Abilities

This position requires the ability to:

- Be a fair minded, ethical and honest leader.
- Learn, interpret, and ensure compliance with state and federal laws, Title 5, and other federal and state regulations as related to the responsibilities of the position.
- Be open to change and new methods in the assigned area of responsibility.
- Continuously engage in learning and self-improvement.
- Meet change with innovation to promote and meet the college mission.
- Organize, plan, develop, and write new programs, develop new concepts, analyze outcomes, and prepare clear and concise reports.
- Guide and direct others in goal achievement.
- Direct and facilitate development of personal and team perspectives, and develop and deliver training programs.
- Develop and monitor budgets and maximize financial resources.
- Work cooperatively and productively with internal and external constituencies.
- Advocate for shared governance, collegiality, staff cohesiveness and for the core values of the institution.
- Develop and implement a plan of accountability for financial aid services and EOPS, especially as related to state and federal regulations.

Physical Abilities

This position requires the physical ability to:

- Function in an office environment performing work of primarily a sedentary nature with some requirement to move about campus and to off-campus locales.
- Use hearing and speech to make presentations to groups and carry on conversations over the phone and in person.
- See with sufficient visual acuity to read printed materials and computer screens.
- Use hand/arm/finger dexterity to retrieve work materials and operate standard office equipment.
- Work a flexible schedule which may include evenings, weekends, and split schedules.

Licenses and Certificates

May require a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

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