

Position: Vice President, Student Services/ Assistant Superintendent	Salary Grade: VP Schedule

Summary

Plans, organizes, manages, coordinates, and sets and provides a high standard of vision, leadership, and direction to the District’s entire student services area. The position also provides highly responsible and complex administrative support to the President/Superintendent.

Distinguishing Career Features

The Vice President, Student Services/Assistant Superintendent serves as the Chief Student Services Officer and student support leader of the District. This position administers, coordinates, and supervises all student services and programs in support of the delivery of education in a collaborative fashion with other college departments and outside agencies. Reporting to the President/Superintendent and serving as a member of the Executive Council, this position is regularly involved in developing strategies and action plans for effective use of funds and other resources to assure viable operations of the District. The position is in continuous and high level contact with other administrators and external agencies to accomplish the objectives of the position.

Essential Duties and Responsibilities

- Leads, plans, organizes, directs, coordinates, supervises and evaluates all areas of Student Services for effectiveness and efficiency. Provides direction and leadership in shaping the support environment for students.
- Directs and leads Student Services programs, including but not limited to Admissions and Records, Articulation, Assessment, CalWORKs, Campus Assessment Intervention Response (CAIR) Team, Campus Police Services, Career Services, Cooperative Agencies for Resources for Education (CARE), Counseling, Disabled Student Programs and Services (DSPS), Extended Opportunity Programs and Services (EOPS), Financial Aid, International Student Services, Job Placement, Matriculation/Student Success and Support Program (SSSP), Re-Entry Services, Student Conduct and Grievance including Title IX, Student Equity, Student Leadership and Activities, Student Outreach and Recruitment, Student Support Services, Transfer Center, and Veterans Services.
- Supervises, motivates, trains, and evaluates managers, faculty, and staff in Student Services to provide high quality of service to students.
- Provides leadership in the development of Board policies and administrative procedures relating to current theory, trends, and legislation for all areas of Student Services.
- Supervises the development, preparation, submittal, and management of categorical and general fund student services program budgets, and maximizes financial resources.
- Develops, directs, and reviews goals and objectives for Student Services and coordinates and renews master plan Student Services elements in order to maintain and improve quality service to students.

- Anticipates, prevents, and resolves conflicts and problems under areas of supervision.
- Prepares and supervises preparation of necessary federal and state reports and grants.
- Prepares and supervises work orders, facility assignments, equipment, supplies, and special requests.
- Supervises the preparation for and production of annual commencement exercises.
- Supervises the organization and preparation of information related to Student Services for class schedules, catalogs, Board policies, administrative procedures, and employee handbooks.
- Remains current on legislation and regulations affecting Student Services to adjust services as needed. Represents the District in advocacy settings.
- Advises, chairs, and participates on committees, task forces, and special assignments.
- Assists in developing criteria and procedures for recruitment, admission, counseling, assessment, and placement of students in academic and co-curricular activities.
- Coordinates and works cooperatively with the Vice President of Academic Affairs to provide integrated instructional and student services to benefit students.
- Develops relationships and partnerships with community stakeholders, businesses, educational entities, and government organizations as needed to respond to student needs.
- Supervises the implementation of student discipline and grievance procedures and presents student expulsion cases to the Board of Trustees.
- Participates in and supports the accreditation process.
- Provides leadership in space and facilities planning.
- Works with legal counsel to obtain interpretation, advice, and/or action as needed.
- Participates in programs providing information about the college to currently enrolled students, prospective students, community groups, and graduates.
- Provides leadership in collective bargaining negotiations and contract administration applicable to student services.
- Learns, interprets, and applies state Education Code, Government Code, Title 5, federal Title IV, Title IX, and other federal and state regulations as related to the responsibilities of the position.
- Recommends the selection of managers, faculty, and staff.
- Attends Board meetings; makes presentations, and prepares and reviews items submitted by student services managers for consideration by the Board of Trustees.
- Leads and participates in community, state, and national organizations and meetings.

- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Participates in the screening of and recommends selection of assigned personnel.
- Performs other related duties as assigned by the President/Superintendent.

Required Qualifications

▪ Knowledge and Skills

The position requires demonstrated knowledge and leadership experience in student services, enrollment management, fiscal management, strategic and facilities planning, program development and evaluation, student retention and community relations. Requires knowledge of current management, leadership, adult development and student services principles, trends, theories, and research and community college finance. Requires a working knowledge of pertinent federal and state laws, and regulations affecting admission, student basic skills assessment, attendance, student privacy, student discipline, student records, ADA and Section 508, federal Title IV, Title IX, student access, and the student's and college's rights and responsibilities as they relate to those areas. Requires knowledge of regulations and best practices for student equity, including student veterans, current and former foster youth, and disproportionately impacted student groupings. Requires in-depth knowledge of matriculation and articulation regulations, including high school to college and university transfer. Requires knowledge of student health promotion and resources, including mental health services. Requires in-depth knowledge of campus policing including the Clery Act, student behavioral intervention, student crisis assessment and response, and emergency operations planning and utilization. Requires a working knowledge of the budget preparation and its administration. Requires skill in organizing work and building an effective team to respond to student needs. Requires demonstrated effectiveness in leading and motivating managers, faculty, and staff with a collaborative style in a collegial and shared governance environment. Requires advanced human relations skills to deliver formal and influential presentations; build, lead and manage effective teams; review performance; and exercise sensitivity to the needs and interests of a diverse student population.

▪ Abilities

Requires the ability to be a fair-minded, ethical, and honest leader with excellent interpersonal and communication (oral and written) skills. Requires the ability, courage and integrity to lead and accept responsibility. Requires the ability to be open to change and new student services methods. Requires a passion for continuous learning and self-improvement. Requires the willingness to meet change with innovation to promote and meet the college mission. Requires the ability to organize, plan, develop, and write new programs, develop new concepts, analyze outcomes, and prepare clear and concise reports. Requires the ability to guide and motivate others toward goal achievement. Requires the ability to direct and facilitate development of personal and team perspectives, and develop and deliver training programs. Requires the ability to develop and monitor budgets and maximize financial resources. Requires understanding, sensitivity to and commitment to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population. Requires the ability to work cooperatively and productively with internal and external constituencies. Requires the ability to advocate for participatory governance, collegiality, staff cohesiveness and for the core values of the institution.

- **Physical Abilities**

Requires the 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. Requires the ability to use hearing and speech to make presentations to groups and carry on conversations over the phone and in person. Requires near visual acuity to read printed materials and computer screens. Requires sufficient hand/arm/finger dexterity to retrieve work materials and operate standard office equipment. Requires the ability to work during off-hours.

- **Education and Experience**

Requires a master's degree. A doctoral degree is preferred. Requires a minimum of five years of increasingly responsible management experience in higher education in the student services areas, preferably at a community college.

- **Licenses and Certificates**

Requires a driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.