

## **DIRECTOR, EL CENTRO**

### **DEFINITION**

Under general direction, the Director of El Centro Latinx Chicanx Student Program is responsible for the development, implementation, and management of El Centro. El Centro provides a centralized bilingual and culturally responsive space that creates opportunities and conditions to address inequity by providing equitable solutions, resources, and services that intentionally support and align with the specific needs of Latinx students, family, faculty, and staff. The Director collaborates with community organizations, students, faculty, staff, and management from across campus in identifying needs, developing resources, and providing programming to support, educate, and assist students in completing their educational goals. The Director ensures program compliance with College, Student Services Success Programs (SSSP), and Student Equity guidelines and regulations, budget management, and program progress reporting; develops and implements program services as described in SSSP and Student Equity goals and objectives; responsible for ensuring regulatory compliance, maintaining accurate and timely documentation and report submissions and for the management of the project budgets; researches and gathers various program data and develops reports; provides highly complex and responsible support in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the assigned managerial personnel. Exercises direct and general supervision over professional and technical staff.

### **CLASS CHARACTERISTICS**

This is a management classification that manages all activities of the El Centro Latinx/Chicanx Student Program. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent in this position independently performs professional work implementing all aspects of the assigned programs, ensuring full compliance with all applicable College regulations and requirements and policies and procedures. In addition to having a good understanding of program administration, this position must be knowledgeable of student services, counseling functions, instructional strategies, high school and college course articulation, and be able to implement services for eligible participants as detailed in the College, SSSP, and Student Equity reports.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Develops, implements, and provides oversight to the holistic services offered by El Centro; plans, manages, and oversees the daily functions, operations, and activities of the program in concert with College policies and procedures.

2. Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
3. Develops and implements marketing strategies to promote educational, cultural, and social programming that affirms and celebrates Chicax/Latinx identity and values, as well as the awareness of the social, political, historical, and cultural realities of the Chicax/Latinx population; plans and coordinates assigned program workshops, presentations, information sessions, and events.
4. Directs and participates in the development, administration, and oversight of the program budget; monitors program expenditures to ensure compliance with established laws and regulations, as well as, funding requirements.
5. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems; broadens and facilitates the channels of communication between Chicax/Latinx students and the greater Mt. SAC student community; identifies opportunities for improvement and makes recommendations.
6. Participates in the development of student programs; monitors applicable grants and workshops; and provides training and support to faculty.
7. Selects, trains, motivates, and supervises El Centro personnel; evaluates and reviews work for acceptability and conformance with program standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
8. Collaborates and coordinates program activities and strategies to educate the Chicax/Latinx community and the Mt. SAC community about the diversity that encompasses the Chicax/Latinx cultural community and to increase the educational attainment of Chicax/Latinx students.
9. Researches and analyzes program data; prepares comprehensive technical records and reports; implements corrective action as necessary; presents all required College reports and responds to requests for information from College administration.
10. Establishes and maintains relationships with school College officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.
11. Initiates, oversees, and directs the collection of student data to measure and evaluate student success, including retention and persistence rates, passing rates, high school graduation rates, academic achievement scores, and college entrance information.
12. Conduct a continuous program assessment plan for alignment with the College's Strategic Plan.
13. Develop culturally responsive training and development workshops in accordance with the program's values.
14. Create a community wide Latinx coalition and administer a mentoring component to foster a sense of belonging amongst participants.
15. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

16. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Principles and practices of developing, implementing, and evaluating the El Centro Program.
6. The provision of specialized support services for student populations specified in the El Centro program.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping.
9. Modern office practices, methods, and computer equipment and applications.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, and various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.

2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
5. Prepare and administer budgets; allocate limited resources in a cost effective manner.
6. Effectively work with students of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
7. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Effectively represent the College and the program in meetings with various educational, business, professional, regulatory, and legislative organizations.
10. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
11. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Communicate effectively through various modalities.
14. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to graduation from a regionally accredited four-year college or university in a related field of education; and
2. Two (2) full-time equivalent years of progressive experience in developing, implementing, and managing a program or program for high-risk student populations such as low income, first generation, and ethnically diverse youth and students.

**Required:**

Bilingual in Spanish

### **Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

### **Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023