

DIRECTOR, TRANSFER CENTER

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all College functions and activities related to assisting students to transfer to institutions of higher learning, including administrative oversight of the Transfer Center; coordinates assigned activities with other College departments, officials, and outside agencies; provides highly responsible and complex professional assistance in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is a Director classification that oversees, directs, and participates in all activities of the Transfer Center under the Counseling Department, including planning and development and administration of departmental policies, procedures, and services. This class provides assistance in a variety of administrative, coordinative, analytical, and liaison capacities. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. Successful performance of the work requires knowledge of education policy and College functions, activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. This class is distinguished from the Dean, Counseling in that the latter oversees the programming and administration of the College's entire Counseling Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all College-wide transfer-focused programs, services, and activities through the Transfer Center.
2. Directs, develops, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
4. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

5. Develops and establishes innovative transfer programs with transfer institutions; establishes partnerships with universities; develops transfer-focused scholarships.
6. Develops and implements an equity-focused Transfer Plan based on emerging practices and success strategies for equity student populations; collaborates and coordinates efforts to increase transfer awareness and completion for underrepresented and underserved students; develops transfer acceptance follow through processes and interventions.
7. Leads the development of College-wide transfer efforts including transfer week, workshops, presentations, and seminars; collaborates with Academic Senate in developing roles for faculty to encourage transfer; collaborates with counseling faculty and instructional faculty to enhance transfer awareness and course/program equivalencies; guides and coaches staff in diversity and inclusion practices.
8. Collaborates in the development of articulation agreements and processes related to Associate Degrees for Transfer (ADT), transfer course/program equivalences, state initiatives related to transfer; advises and provides guidance on issues and programs pertaining to transfer services; provides transfer advising to students as needed.
9. Develops, reviews, and implements policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement.
10. Develops marketing strategies for department services, activities, projects, programs, and events, including flyers, brochures, and other publications, social media, and internet marketing.
11. Assesses effectiveness of departmental services and programs by developing and implementing surveys, student learning outcomes (SLO), and statistical analyses; prepares and presents statistical data and reports on employment and transfer of College students for campus-wide and statewide distribution.
12. Coordinates the registration assistance center for students at the beginning of each semester; trains and schedules staff to assist students with registration and matriculation processes.
13. Collaborates and communicates with universities/colleges, employers, government and community agencies, faculty, administrators, and staff, to coordinate and develop services, programs, and agreements for transfer.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. 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.

19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. 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, evaluation, and the training of staff in work procedures.
5. Principles, practices, regulations, codes, laws and requirements related to transfer agreements and policies both within the state of California as well as across the nation.
6. Research and tracking methods using statewide and national databases and systems to determine transfer rates and baccalaureate completion rates, including articulation systems that track course, program and degree equivalency between community colleges and baccalaureate-granting institutions.
7. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
8. Modern office practices, methods, and computer equipment and applications related to the work.
9. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

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, communication, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations applying to transfer; implements, interprets, and updates student policies and procedures.
5. Collaborates and communicates with universities/colleges, employers, government and community agencies, faculty, administrators, and staff, to coordinate and develop services, programs, and agreements for transfer.
6. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.

7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques; compile data, track outcomes, analyze and prepare reports and presentations related to transfer patterns and statistics.
8. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
9. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
10. Develop systems, practices, and policies that support and improve the transfer mission for under-served and under-represented students.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
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. Use English effectively to communicate in person, over the telephone, and in writing.
14. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Understand scope of authority in making independent decisions; review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

Education and Experience:

1. Equivalent to a Master's degree from a regionally accredited college or university with major coursework in counseling, education, educational leadership, human services, organizational leadership, public administration, or a related field; and
2. Two (2) full time equivalent years of progressive leadership or administrative experience within education focusing on university admissions and/or community college transfer services.

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 possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, 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 occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 1/2020; 8/2023