

VICE PRESIDENT, STUDENT SERVICES

DEFINITION

Administers and supervises all student services activities and programs for the College and provides leadership to Student Services faculty and staff; responsible for maintaining and improving the quality of student life through the operation of various student support services, leadership and success through student activities, programs and services. This classification is regularly involved in developing strategies and action plans for effective use of funds and other resources to assure viable operations of the College. The Vice President of Student Services is accountable for achievement of the College's mission within the scope of the Student Services Division as set forth in the College's Strategic Plan, and for assessing and meeting student needs serving as the critical link between the President, Board of Trustees, and continuing education stakeholders on noncredit and community services issues. The Vice President, Student Services participates in college-wide governance through the College's participatory governance structure and as a member of President's Cabinet.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the College President. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a Vice President classification, which is responsible for leadership, direction, coordination, general supervision, and evaluation of all student support service activities and programs of the College. The Vice President works closely with the President to facilitate the achievement of goals and objectives consistent with the College mission and goals. The Vice President also formulates, develops, and implements student support services systems, policies, standards and activities that are in compliance with a variety of Federal, State, and local laws, as well as regulations, procedures, regulatory and contractual collective bargaining agreements and Board policies and administrative procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides leadership and direction in the planning, organizing, and coordinating of the Student Services Division while achieving the institutional goals and objectives, and ensuring that student support services are provided to students to achieve educational success.
2. Provides strong, dynamic academic and administrative leadership, fosters an environment that encourages scholarship, teaching, and learning excellence; possesses the vision to guide the college's academic programs and student success initiatives into the future in alignment with the Strategic Plan.

3. Advocates and promotes quality instruction/counseling, student success, and guided pathways and also meets the educational needs of students in a diverse, equity minded community college environment.
4. Plans, directs, administers, and evaluates the student support services and programs of the College, including Admissions and Records, Articulation, Counseling, Career Center, DSPS, EOP&S/ CARE, Financial Aid, Health Services, Job Placement, Matriculation, Student Activities, student conduct/discipline, and Veterans Affairs and also assures compliance with federal, state, local, and College regulations.
5. Develops, recommends and manages the transfer, retention and completion agenda as outlined in the Strategic Plan. Provides leadership and oversight of an efficient enrollment management strategy and related initiatives.
6. Leads, analyzes, and anticipates the needs of the College from a college-wide perspective and formulates strategies to more effectively meet the mission of the college today and into the future.
7. Leads in the development, implementation, and assessment of Student Learning and Program Outcomes for all Student Services programs.
8. Advises and confers with the President on management issues involving college programs and services including development and/or revision of Board policies and administrative procedures and participates in strategic planning for college activities and programs.
9. Directs the preparation of budgets for assigned programs and services; monitors and controls budget expenditures; compiles information and prepares a variety of reports related to programs, operations and activities
10. Directs the preparation of reports as required by federal, state, local, and College regulations; informs the President and other College staff as to the status of assigned functions or groups of services.
11. Ensures all Student Services departments operate in compliance with Title 5 regulations, the Education Code, and federal statutes; ensures adherence to the College's Board Policies and Administrative Procedures and ensures regular review and updates, as applicable, of assigned policies and procedures; maintains current knowledge of legislation and educational trends pertinent to student services.
12. Develops and fosters communication with students, parents, faculty, community agencies, elected officials, and the public through participation in community organizations, student organizations, and other organizations.
13. Ensures Student Services faculty and staff evaluation procedures are consistent with negotiated agreements and the College's policies and procedures.
14. Assists in resolution of faculty and staff grievances and complaints in accordance with administrative procedures and collective bargaining agreements.
15. Serves as a resource within the College, region, and state to provide information on the many aspects of student services, special needs of students, and ways in which student success could be enhanced by changes in college, community, or state programs and policies; represents the college at state activities related to student services and programs.

16. Supervises and evaluates assigned staff, and 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 procedures; responds to staff questions and concerns.
17. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
18. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Implements, enforces, supports, and abides by federal, state, and local policies as well as Board and Administrative policies and procedures.
20. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
21. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
22. Performs other duties as assigned that support the overall objective of the position and the College's mission and philosophy.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles, theories and practices of administration specifically related to the student support services available at institutions of higher education.
3. Development and implementation of a broad variety of student support services and programs at a community college or other institution of higher education.
4. 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.
5. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
6. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
7. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
8. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned department.
9. Modern office practices, methods, and computer equipment and applications related to the work.

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, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of faculty and staff.
3. Develop, lead, and implement resources and programming towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environment.
4. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
5. Provide leadership and direction to College 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, student discipline/conduct, Veterans Affairs, and other student support services areas.
6. Select, assign, orient, train, supervise, counsel, discipline and evaluate the performance of direct subordinates.
7. Evaluate the performance of committee members when chairing a committee and forward input to members and supervisors for consideration during the performance evaluation process.
8. Plan, organize, direct, administer, review and evaluate all student support services programs, services and activities.
9. Recommend and implement goals, objectives, and practices for providing effective and efficient services.
10. Develop a program budget within state and local constraints; manage and monitor complex projects, on time and within budget.
11. Evaluate and develop improvements in operations, procedures, policies, or methods.
12. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
13. 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.
14. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
15. Communicate effectively through various modalities.

16. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands the scope of authority in making independent decisions.
18. Maintain regular attendance at work to perform essential job functions.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree or higher from a regionally or nationally accredited college or university with major coursework in any discipline or possession of a California Community College Administrative Credential, AND
2. Three (3) years of student services leadership experience in an educational setting, including a minimum of one year of full-time mid-management or executive-level administration experience in higher education.

Desirable Qualifications:

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