



Director, First Year Experience, FKCE, and College Promise (SBVC)

Management Range: I 8

Board Approved: 7/11/2019

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*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under the administrative direction of the assigned Dean, the Director, First Year Experience, FKCE, and College Promise provides leadership, management, and overall coordination for the First Year Experience (FYE) programs across campus. The FYE program consists of FYE course(s) and aligned support services, workshops, and extra-curricular activities/events designed to assist first-year students with successfully transitioning into college. This position is responsible for the overall supervision, development and implementation of all aspects of administering service learning opportunities, Summer Bridge, program implementation and assessment supporting student retention.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides leadership and manages the First Year Experience (FYE) program(s) which includes the Valley-Bound Commitment, FYE Learning Community Cohorts, The Dreamer's Resources Center, Foster Youth (FKCE and Guardian Scholars) programs, Tumaini, Outreach and Recruitment Office and other assigned programs.
2. Collaborates with California Community Colleges Chancellor's Office, San Bernardino County Department of Public Social Services, Foster Parent Associations, and other community organizations to implement, expand, and evaluate the FKCE program.
3. Develops effective partnerships with feeder K-12 school districts and community organizations to conduct outreach and recruitment efforts to increase enrollment of students in assigned programs.
4. Develops and executes a comprehensive schedule of workshops, seminars, conferences, and special events covering topics pertinent to caregivers of children in the foster care system, including but not limited to self-esteem enhancement, behavior management, positive discipline techniques, attachment issues, effects of abuse and neglect, impact of chronic trauma, development issues, and special needs.
5. Works collaboratively with institutional marketing office to prepare, disseminate, and present FYE program (and other assigned programs) information and results for both internal and external audiences. Oversees development and maintenance of the FYE program websites and brochures.
6. Attends state and local Foster and Kinship Care Education advisory meetings and statewide conferences. Coordinates and documents program advisory meetings.
7. Work with deans to schedule assigned FYE Student Development (SDEV) courses, lead the review and update of student learning outcomes and schedule FYE course sections to meet student needs.
8. Oversee the development and management of the first-year advising and mentor program in communication, cooperation and collaboration with deans.
9. Performs grant monitoring and reporting for all agencies involved, including grant reapplication. Documents program objectives and performance outcomes to insure grant compliance. Develops annual program plan,



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documents program objectives, outcomes and evaluation. Supports and monitors State required data collection and reporting.

10. Establish and maintain a student centered and user-friendly Dreamer's Resource Center that provides both self-paced and collaborative learning experiences to successfully transition Dreamer's into college.
11. Coordinate and oversee the District promise program for specific campus.
12. Collaborate with faculty, and in the development of FYE basic skills courses, to determine tutoring, learning assistance, interventions, and/or academic coaching needs for first year students
13. Assess student abilities; assist the learner in developing education and career plans that address their goals and abilities; provide feedback to students to ensure intended learning outcomes.
14. Ensure that appropriate support services, facilities, technology, and instructional materials are available for assigned programs.
15. Plan new student orientation activities and summer bridge that welcomes students to campus; introduces them to the kinds of education opportunities available; and resolves basic uncertainties about how to get started and engage fully in the student's educational experience.
16. Recruit, hire, train, mentor, and supervise assigned faculty, support staff and student workers to design and maintain effect FYE program.
17. Assist with budget management, marketing efforts, retention, advising, data collection and research. Work collaboratively with institutional research to prepare FYE program, data, reports, and narratives for effective evaluation and on-going development of the FYE Program.
18. Serve on campus and District committees.
19. Anticipates, prevents and resolves difficult and sensitive inquiries, conflicts and complaints.
20. Through continued study and participation in professional organizations, maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position.
21. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a Student Development program.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Knowledge of California Community College philosophy and mission, Title 5 regulations and Education Codes related to student organizations, behavior and fees.
- Principles of group dynamics and intermediate leadership development training.
- Principles of supervision, training, and performance evaluation.
- Methods and techniques of technical, administrative, and financial report preparation and presentation.



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- Principles and practices of contract administration.
- Office procedures, methods, and equipment including computers and applicable software applications, such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Oversee and participate in the management of a comprehensive student development program for a College that includes a series of interrelated projects or functional areas of significant depth and complexity.
- Plan, organize, direct, coordinate, and evaluate assigned programs.
- Plan, schedule, and review the work of assigned staff.
- Advise and direct students in various organizational activities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare clear and concise administrative and financial reports.
- Participate in the preparation and administration of budgets.
- Work effectively under pressure, meet deadlines, and adjust to changing priorities.
- Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical and learning disabilities.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Interpret and apply California Education Code, Title 5, federal, state, and local policies, laws, and regulations as it relates to the position.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- A Master's degree from an accredited college or university in education, student services, human services or a related field and/or discipline.

Required Experience:

- Three (3) years of experience working in student services or closely related field.

Preferred Experience:

- One (1) year of administrative or supervisory experience in an educational institution.
- Experience in the California Community College System.



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- Experience that indicates sensitivity to and an understanding of the diverse academic socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.