



Vice President of Student Services

Management Range: 24

Board Approved: 6/20/2019

P. 1|3

*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 general direction of the President, the Vice President of Student Services manages, supervises, coordinates and provides professional leadership for all student programs and services in the student services area; supervises and evaluates special services and performance of the Division's deans, and implements long-range plans and goals for student services. Coordinates enrollment management (recruitment, outreach, retention) and matriculation efforts in a diverse, student-centered environment.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides administrative leadership, direction and supervision to all Student Services program areas.
2. Recommends new programs and services as appropriate.
3. Provides accountability through quantitative and qualitative data for all Student Services programs and services, including research on student characteristics, needs assessments, and follow-up studies as needed for strategic planning, evaluation, and program review.
4. Prepares budget recommendations for all student services programs and diligently manages approved budgets.
5. Provides ongoing staff development.
6. Assumes administrative responsibility for Matriculation including student assessment, orientation and ongoing academic advisement for student academic planning.
7. Maintains relations and articulation agreements as appropriate with elementary, middle and high schools, other colleges, and the community.
8. Works with instructional administrators and faculty in a student-centered learning environment, developing strong collaborative relationships toward the common goal of student development/student success.
9. Promotes student equity, Title IX compliance and compliance with Section 504 of the Rehabilitation Act of 1973, and works to achieve diversity in accordance with District policy.
10. Assists faculty in resolving student problems which block the learning process.
11. Develops an out-of-class/campus life environment conducive to student learning, student achievement and mutual respect among the diverse college community.
12. Chairs regular meetings of the Student Services administration staff.
13. Provides assistance to the College President in conducting and presenting administrative studies and annual budget preparation.
14. Assists students in crisis situations.
15. Implements policies related to Student's Rights and Regulations.



Vice President of Student Services

Management Range: 24

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P. 2|3

16. Initiates disciplinary actions and coordinates disciplinary grievance hearings as appropriate.
17. Works closely with MIS staff to assess technological capabilities to improve access and efficiency in providing quality support services to student's on-and-off sites.
18. Coordinates the provision of support services as it applies to Distributed Education, Workforce Training, and non-traditional approaches to higher education.
19. Works closely with faculty and staff in the integration of outreach and retention strategies and in support of a student-centered learning environment.
20. Performs other duties as assigned by the President.

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:

- Extensive knowledge of the principles, practices and procedures of assigned programs and college administration including counseling services, philosophy, objectives and functions of California Community colleges, District policies and regulations.
- Federal, state and county regulations as they affect community college programs; the principles, practices, procedures and use of research and statistics as they pertain to community college counseling and education.
- Trends of community college programs; local community needs; principles and practices of supervision.

Ability to:

- Plan, organize and direct the activities of assigned programs.
- Develop and evaluate comprehensive plans to satisfy present and future college and community needs.
- Work effectively in a team management environment.
- Communicate effectively both orally and in writing.
- Work effectively in a diverse student-centered learning environment with people at all of levels of the organization including management, faculty, staff and students.

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 and Experience:

- Master's or equivalent degree in education, counseling, psychology, or a related field.
- Two years of formal training, internship or leadership experience reasonably related to the administrator's administrative assignment.



Vice President of Student Services

Management Range: 24

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P. 3|3

- A sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.

Desirable Qualifications:

- Extensive knowledge of the principles, practices and procedures of assigned programs and college administration including counseling services, philosophy, objectives and functions of California Community colleges, District policies and regulations.
- Thorough knowledge of federal, state and county regulations as they affect community college programs.
- Knowledge of the principles, practices, procedures and use of research and statistics as they pertain to community college counseling and education; trends of community college programs.
- Knowledge of local community needs.
- Principles and practices of supervision.
- Ability to plan, organize and direct the activities of assigned programs.
- Ability to develop and evaluate comprehensive plans to satisfy present and future college and community needs.
- Ability to work effectively in a diverse student-centered learning environment with people at all levels of the organization including management, faculty, staff and students.

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; occasionally travel from site to site.

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.