

**DIRECTOR OF STUDENT SERVICES**

| **Reports to:**  | Area dean |
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| **Dept:** | Student Services | **Range:** | CM-8 |
| **FLSA:** | Exempt | **EEO:** | Executive/Administrative/Managerial |

*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 by individual positions.*

### BASIC FUNCTION:

Under general supervision, serve as liaison for all student services operations in assigned area. Respond to the day-to-day needs of students and serve as primary point-of-contact for Student Services Departments.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Provide direction for student services departments; proactively assess and advocate for student support services; communicate college activities, policies, and administrative decisions to students, faculty, staff, and community members; refer students to community organizations and social service agencies for assistance as appropriate.
2. Serve as a student conduct administrator, utilizing the Standards of Student Conduct and facilitating the student grievance and complaint process, in collaboration with the area dean.
3. Serve as a Deputy Title IX Coordinator for the district to support students impacted by sexual harassment, sexual assault, dating violence, domestic violence, and stalking.
4. Facilitate conflict resolution for faculty, staff, students, and the community.
5. Conduct all onboarding activities including new student orientations.
6. Identify, develop, and implement studies and analyses of student services which are consistent with the mission of the College and which meet the evolving needs of the community and its students.
7. Develop and provide in-service programs and activities to promote learning, awareness, communication and personal and professional growth.
8. Contribute to the development of and monitor performance against the annual department budget; supervise and participate in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
9. Administer policies and procedures related to student services.
10. Coordinate and provide workshops for students, faculty, staff, and community members.
11. Assist in selection, training and supervision of staff and student workers.
12. In cooperation with the campus dean, provide leadership in marketing and student recruitment activities; represent the college in community groups, educational organizations, and other professional organizations; act on behalf of the campus dean in his/her absence as it relates to site administration duties.

### OTHER DUTIES:

1. Serve as Planning Coordinator and/or Alternate Incident Commander for the area Emergency Response Team.
2. Administer and implement co-curricular events for students, community, faculty and staff.
3. Facilitate student involvement in the development and implementation of program policies, procedures, and program evaluations.
4. Perform other duties as assigned.

### As assigned to the Community Learning Center (CLC):

Oversee Noncredit SSSP; support student life programs and activities at the CLC in collaboration with student life and leadership administrators.

**As assigned to the San Elijo Campus (SEC):**

Responsible for overseeing student life and administering outreach and recruitment events; manage the operational activities of the student center; provide student leadership development training, student government advising, and student organization coordination; advise, train, counsel, and supervise a diverse group of student leaders; advise and guide faculty and staff advisors of recognized student organizations; advise students in the development, review, and enforcement of Associated Students documents, including policies and procedures.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Applicable federal, state and local laws, rules and regulations, including California State Education Code and Administrative Code provisions related to community college admis­sions, registration, attendance accounting and recordkeeping.
2. Community college curriculum, organization, operations, policies and objectives.
3. Research methods and analysis techniques.
4. Principles and practices of effective management, training and supervision.
5. Basic principles and practices of organization and culture change.
6. Computer processing applications as they apply to student services programs.
7. District organization, operations, policies and objectives.
8. Budget preparation and control.
9. Modern office practices, procedures and equipment.
10. Principles and practices of sound business communication.
11. Oral and written communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.
12. Business math.
13. Statistics and report writing.
14. Interpersonal skills using tact, patience and courtesy.
15. District human resources policies and labor contract provisions.
16. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Plan, organize, manage, assign, delegate, review and evaluate the work of staff engaged in student services work processes.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Analyze and make sound recommendations on complex admissions and records issues.
4. Work collaboratively with other directors and managers and provide expert advice and counsel to develop solutions to complex issues.
5. Organize, set priorities and exercise expert, independent judgment within areas of responsi­bility.
6. Develop and implement appropriate procedures and controls.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Communicate effectively, both orally and in writing.
9. Understand, interpret, explain and apply applicable laws, codes and ordinances.
10. Establish and maintain effective working relationships with all those encountered in the course of work.
11. Represent the district effectively in dealings with external stakeholders.
12. Present proposals and recommendations clearly, logically and persuasively.
13. Develop and monitor a budget.
14. Operate a computer and standard business software.
15. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
16. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

### EDUCATION AND EXPERIENCE:

Education and experience equivalent to a bachelor’s degree from an accredited college and three years of formal training, internship or leadership experience reasonably related to the duties and responsibilities of the position; Master’s degree preferred.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student Services Specialist, administrative support staff, hourly temporary and student workers, as assigned.

**CONTACTS:**

Administrators, faculty, staff, students, contractors, vendors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or week­ends on an as-needed basis. Occa­sional local travel may be requested.