

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Director, Student Services

**Unit:** Management

**Page:** 1 of 3  
**Job Code:** C3615  
**Original Date:** 03/2014  
**Last Revision:** 03/2014  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 18

---

### **DEFINITION**

Under the general direction of the Vice Chancellor, Student Services, or other appropriate manager, plan, organize, support, oversee, and manage districtwide student services administrative programs; coordinate and lead districtwide efforts to maintain consistent service and approach. Develop Student Services practices, policies and procedures to improve operations, and services; manage, plan, organize, direct and lead the District Office administrative operations and systems for Student Services, which includes registration, student records management, and faculty records accounting). Ensure consistency in policies, procedures and implementation of services across all campuses.

### **DISTINGUISHING CHARACTERISTICS**

The Director, Student Services has responsibility for the management of day-to-day operations in various functions and services in the Student Services division in the District Office. This position requires expertise in districtwide student services operational areas including provisions of the California Education Code and Title 5 in the absence of the Vice Chancellor. This position requires thorough understanding of the impact of legislative changes at the state, local, and national levels, particularly as these changes impact District Student Services. This position also has leadership responsibility and coordination of student services programs shared districtwide.

### **EXAMPLE OF DUTIES**

1. Manage, coordinate and provide leadership for a variety of districtwide student service functions and projects including registration, student records management, faculty records accounting and web services, evaluations, prerequisites, online application and schedule, financial aid processing, assessment, and MIS reporting. Manage the implementation of projects; support and oversee the districtwide administrative systems for Student Services including prerequisites, online student application, online faculty and class schedule, financial aid processing, assessment, and MIS reporting.
2. Manage, lead and provide work direction and oversight to assigned staff and projects in the District office day- to-day operations for student support services including student registration, student records management; faculty records, accounting and web systems; transcript evaluations, residency determination, student fees, registration, managing MIS, and financial aid.
3. Direct and supervise the preparation of various state and federal reports in the areas of assigned programs and services. Assure preparation and maintenance of records, reports and documentation as required by the Board, the District, the State Chancellor's Office, regulatory agencies and other councils and committees.
4. Coordinate development and maintenance of District policies and procedures pertaining to student services; research and analyze issues and interpret state and federal regulations and legislation impacting assigned programs and functions. Provide expertise in provisions of the California Education Code and Title 5 related to student services operational areas.
5. Establish overall objectives and plans; initiate and participate in overall program planning; assess needs for new services/programs; facilitate development and implementation of programs and services in accordance with established approved projects, guidelines and budgets, and consistency in practice.
6. Maintain liaison with College/Continuing Education and District administration to assure proper coordination of activities; promote sharing of ideas and communication of successful operating practices with others in similar positions, internal and external to the District.

7. Serve as a member of District, College/Continuing Education or other committees and task forces. Plan, organize and conduct meetings, seminars and training programs relating to student services areas of assignment.
8. Train, supervise and evaluate the performance of assigned personnel; plan, assign and review work; make recommendations regarding the selection, discipline, counseling and termination of assigned staff; ensure continuous quality improvement in the provision of services.
9. Resolve issues including, interpret and explain policies, provide technical expertise and exchange information. Interpret program objectives and offerings to prospective students, other two-year and four-year institutions, community organizations, students, staff, instructors, District and college administrators, faculty, government agencies and others.
10. Prepare and monitor budgets for assigned programs and projects; control expenditures; prepare and maintain required financial records, reports, and documentation.
11. Revise, update, publish and ensure timely distribution of manuals, policies and procedures related to student services assigned areas.
12. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

Applicable sections of California Education Code and California Code of Regulations Title 5.  
Budget, and accounting principles.  
Delivery systems for student/instructional support programs and services.  
District collective bargaining process.  
District organization and policies and procedures.  
Evolving and emerging aspects of field of specialty.  
Familiarity with administrative systems and related software.  
Goals and objectives of assigned programs.  
Goals of the District Educational Master Plan.  
Local, State and federal laws governing programs and services of community college districts.  
Oral and written communications skills.  
Principles, practices and techniques of administration, supervision, leadership, instructing, counseling and training.  
Program and staff evaluation principles.  
Public relations and marketing techniques for students  
Shared governance systems for California Community College districts  
Student support services administration.  
Technological advancements related to the requirements of the position.  
Trends in educational program offerings.

#### Skills and Abilities:

Access computers and others electronic systems.  
Communicate effectively both verbally and in writing.  
Demonstrate analytical and assessment abilities.  
Demonstrate cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.  
Develop and implement new computer based technologies to address and/or report the changes; coordinate communicate for students, faculty and staff.

- Develop delivery systems and implementation procedures for assigned programs and student services.
- Develop, manage and control budgets.
- Establish and maintain effective working relationships with others.
- Evaluate complex situations and adopt an appropriate course of action.
- Influence and persuade people to follow a prescribed course of action.
- Interpret laws and regulations, policies and procedures.
- Maintain excellent interpersonal relationships with college, program and District staff, students and community groups.
- Manage complex administrative systems to support the business needs of the District.
- Meet schedules and timelines.
- Plan and oversee work.
- Present comprehensive reports to the Board, school boards, planning commissions and related organizations and governing bodies.
- Resolve student, instructor, and staff conflicts, complaints, and grievances.
- Train, select, assign, supervise and evaluate staff.

Training and Experience:

Any combination of training and experience equivalent to: Bachelor’s degree from a regionally accredited institution, AND five years (5) years progressively responsible experience in college student services, including three years of directly related management and supervisory experience, AND experience interpreting relative sections of the California Education Code and California Code of Regulations Title 5.

The following qualifications are not required but are desired for this administrator assignment.

One year (1) of formal training, internship or leadership experience reasonably related to this administrator’s assignment.

Master’s degree from a regionally accredited institution in a related subject area.

License:

Valid California driver's license.

**WORKING CONDITIONS**

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.