

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Vice Chancellor, Student Services

Unit: Executive Management

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Job Code: C9590
Original Date: 07/1989
Last Revision: 08/2017
Staff Type: Academic
FLSA status: Exempt
Salary Range: 22

DEFINITION

Under the general direction of the Chancellor, plan, organize, direct, administer, review and evaluate all District student services programs, including admissions, registration, records maintenance, student records evaluation, financial aid/EOPS, Disability Support Programs and Services, Research and Planning, and Outreach and Title IX Compliance; assure proper districtwide implementation of various student services programs; monitor, review, maintain, and evaluate programs, services, and compliance with applicable regulations, policies, and procedures; supervise and evaluate the performance of assigned staff.

DISTINGUISHING CHARACTERISTICS

The class of Vice Chancellor is assigned to top-level district administrators responsible for major functions that have substantial districtwide impact. Incumbents report directly to the Chancellor and are a party to the Chancellor's Cabinet.

EXAMPLE OF DUTIES

1. Coordinate, facilitate, and provide leadership for a variety of districtwide student services programs, including admissions and records, student records evaluation, counseling, financial aid/EOPS, registration, attendance accounting, administrative computing support, and others as assigned.
2. Serve as Registrar for the District, assuring the proper preparation and maintenance of permanent student records and transcripts in accordance with Education Code requirements and established District policies and procedures.
3. Coordinate the planning, organization, and delivery of various services and assistance to students in areas such as financial aid, counseling, student retention, residency, matriculation, and registration.
4. Manage the preparation and certification of enrollment and attendance reports for State apportionment.
5. Manage, coordinate, and provide leadership for a variety of districtwide Disability Support Programs and Services to provide, enhance, and facilitate learning opportunities for all disabled students.
6. Oversee the District's institutional research functions, including conducting analyses of indicators used for institutional effectiveness and enrollment management, developing infrastructures for improving data and information capacity, establishing and implementing research standards and protocols, and the design and development of research reports.
7. Direct and manage districtwide Outreach and Title IX Compliance functions, including mandatory training for identified individuals.
8. Coordinate development of district policies and procedures regarding student services functions; research and analyze issues and interpret State and federal regulations impacting student services areas; ensure compliance with regulations districtwide; analyze legislation and make recommendations.
9. Develop and coordinate the District's mail registration system; coordinate scheduling of walk-in registration; develop the annual student services processing calendar.

10. 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.
11. Revise, update, publish, and assure distribution of manuals, policies, and procedures related to registration, grade reporting, residency determination, attendance accounting, and records retention; ensure that current regulations are incorporated in all student services policies and procedures.
12. Design, maintain, and coordinate the publication and dissemination of forms utilized in registration, enrollment, attendance, and grading procedures.
13. Plan, organize, and conduct meetings, seminars, and training programs relating to student services.
14. Evaluate and recommend programs, standards, policies, and procedures within the parameters of State and federal laws to meet the District's goals for assigned programs and services.
15. Prepare, submit, and administer budgets for assigned programs and services; monitor and control expenditures; assure proper maintenance of audit trails, documentation, and financial records.
16. Assure maintenance of a central records system for student records and transcripts; provide a system for release of student transcripts as appropriate; assure that proper monies are collected for transcripts and other student records.
17. Coordinate special projects such as implementation of the District's administrative computer system; assure proper implementation and appropriate staff in-services.
18. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Budget preparation and control.
- Coordination of assigned districtwide functions.
- District organization, operations, policies, and objectives.
- Legislative acumen and media perception.
- Local, State, and federal laws affecting instructional services.
- Modern office practices, procedures and equipment, including computer hardware and software.
- Oral and written communication skills.
- Principles of management, leadership, supervision, training, and public administration..
- Principles, practices, techniques, and trends used in student services programs at a community college district.
- Principles, techniques, and methods used in organizing, maintaining, and retaining comprehensive student records.
- State and federal laws, codes, and regulations affecting student services, attendance accounting, registration, and records maintenance.

Skills and Abilities:

- Commit to shared governance, collaboration and district goals and missions.
- Communicate effectively both orally and in writing.
- Coordinate and provide leadership in evaluating, monitoring, and maintaining instructional services to all disabled college and continuing education students.
- Coordinate, facilitate, and provide leadership in student services programs, attendance accounting, registration, and other assigned areas.
- Demonstrate interpersonal skills using tact, patience, and courtesy.

Formulate program policy and procedures.
 Implement the District's mission, goals, and objectives.
 Interact with diverse constituencies.
 Maintain records and prepare reports.
 Meet schedules and time lines.
 Operate computers and business-related software, including word processing, spreadsheets, and databases.
 Plan, organize, and coordinate personnel and financial resources.
 Plan, organize, direct, administer, review, and evaluate assigned programs and services.
 Promote and maintain high standards for personal and organizational integrity, honesty, and respect for people.
 Research, analyze, develop, and interpret policies and procedures impacting assigned areas of responsibility.
 Serve as the District's Registrar and assure the proper preparation, maintenance, and retention of permanent student records.
 Supervise and evaluate the performance of assigned personnel.
 Work independently with little direction.
 Work with administrative systems and databases.

Training and Experience:

Any combination of training and experience equivalent to: a Bachelor's degree in education, public administration, or related field and three years of responsible supervisory or management experience in student services. The following are also required for this academic/educational administrator assignment:

- 1) Master's degree (doctorate preferred) from a regionally accredited institution, AND
- 2) One (1) year of formal training, internship, or leadership experience reasonably related to the administrator's assignment, AND
- 3) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and staff.

OR

- 1) Possession of a lifetime California Community College Chief Administrative Officer Credential, AND
- 2) Two (2) years of recent management experience in an institution of higher education, AND
- 3) Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and staff.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.