

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Supervisor II

Unit: Supervisory and Professional

Page: 1 of 2
Job Code: D1258
Original Date: 07/1989
Last Revision: 11/2016
Staff Type: Classified
FLSA status: Exempt
Salary Range: 12

DEFINITION

Under the general supervision of a Dean of Student Services or assigned supervisor or manager, plan, direct, and coordinate either the admission, registration, and record-keeping functions of a college admissions and records office or of the District's central student record-keeping operation; conduct research and prepare reports.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification are responsible for either the entire operation of the full range of admissions and records functions at a major college site or the District's central record-keeping operation. The Student Services Supervisor II on campus supervises the shift supervisors who are classified as Student Services Supervisor I.

EXAMPLE OF DUTIES

1. Plan and direct the admissions and student records activities for a college, including special programs or for the districtwide central student records function; coordinate activities with satellite campuses.
2. Supervise, train, evaluate, and schedule office staff; recommend selection of office staff.
3. Direct and monitor the application, pre-enrollment, and enrollment procedures and processes for a college and its satellite campuses.
4. Develop procedures, forms, and facilities for the admission of students and transmittal of records; coordinate admissions activities with college department heads in counseling, accounting, data processing, and instructional services.
5. Supervise the maintenance of permanent student records.
6. Develop and administer college placement testing programs.
7. Develop, prepare, and administer the districtwide calendar and window dates for processing information for all admissions and records related activities.
8. Develop and administer the veterans' affairs function, including certification of veterans for benefits, educational advising, and clerical functions; ensure the propriety of veterans' administration educational benefit payments.
9. Develop and administer foreign student admissions programs, including certification of foreign students for admissions; ensure compliance with Immigration and Naturalization Services regulations.
10. Develop and administer campus residency determination program.
11. Provide information to students and faculty regarding registration, enrollment, attendance, grades, and class schedules.
12. Recommend and monitor budget expenditures for the Admissions Office.
13. Assist in student recruitment efforts.

14. Coordinate student services functions with district-level specialists in certain functional areas, including computing services, accounting and budget, and admissions and records.
15. Participate on districtwide programs and committees to standardize and streamline admissions and records procedures.
16. Serve on district committees related to area of function; represent the College and District at outside activities related to area of function.
17. Conduct studies and special projects as directed.
18. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Analytical and statistical principles.
- Applicable sections of California Education Code.
- District organization, operations, policies, and objectives.
- Laws, rules, regulations, and policies relating to the registration, admission, release of records, and related student services areas of a community college student.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communications skills.
- Principles and practices of administration, supervision, and training.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Conduct studies and prepare reports.
- Coordinate student services operations.
- Establish and maintain effective working relationships with staff, students, and the general public.
- Interpret and apply the rules, regulations, and policies governing registration and admissions and other assigned functions.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Operate computers and business-related software, including word processing, spreadsheets, and databases.
- Plan and organize work.
- Supervise, train, evaluate, and schedule office staff.
- Work independently with minimal supervision.

Training and Experience:

- Any combination of training and experience equivalent to: two years of college with a major in business administration or related field and five years of responsible administrative or supervisory experience, two years of which must be in a college administration admissions and registration office.

WORKING CONDITIONS

Physical Requirements:

- Category III

Environment:

- Favorable, usually involves in office.