

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Vice President, Student Services

Unit: Management

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Job Code: C2065
Original Date: 07/1989
Last Revision: 04/2017
Staff Type: Academic
FLSA status: Exempt
Salary Range: 20

DEFINITION

Under the general supervision of a President, plan, organize, and direct a comprehensive student services program at a college or continuing education program, including Student Development, such as counseling, admissions, registration, veterans' certification, and student success services, and Student Affairs, such as student government, financial aid/EOPS, job placement, student grievance, and the disciplinary process. Incumbents may act as chief administrative officer in the absence of the President, as assigned.

EXAMPLE OF DUTIES:

1. Administer a comprehensive student services program and its related departments; direct the implementation of new programs and services; evaluate and recommend revision of policies and procedures.
2. Select, supervise, and evaluate student services personnel which may include both credentialed counseling and classified employees; make staff assignments in accordance with established district policy; plan and coordinate orientation and in-service education for professional development of assigned staff.
3. Conduct appropriate processes related to student discipline, student grievance, and due process; coordinate and facilitate the resolution of student, instructor, and staff conflicts, complaints, and grievances.
4. Develop annual budget recommendations according to established procedures; allocate, monitor, and control assigned program budgets and expenditures.
5. Establish goals and objectives for the division; initiate and participate in program planning; assess needs for programs and services; facilitate their development and implementation in accordance with established guidelines and budgets.
6. Plan, organize, and direct the college graduation program and/or the articulation program with colleges and the community.
7. Encourage research and development projects by staff to develop innovation and/or improve techniques for providing services to students.
8. Coordinate division activities in cooperation with other district personnel in the development and implementation of the student services program.
9. Serve as a member of district, site, or other committees and task forces; maintain liaison with other site and district administration to assure proper coordination of activities; promote sharing of ideas and communication of successful operating practices with others in similar positions inside and outside of the District.
10. Represent the District and participate at the local, State, and national levels in organizations and activities that improve, promote, and publicize district instructional and student services programs.
11. Coordinate and direct special projects as assigned; initiate studies and conduct analyses as necessary to determine the need for new or modified course offerings, programs, or services.

12. Prepare reports and make presentations as necessary, assure the preparation, distribution, and maintenance of required reports, records, and files.
13. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Applicable sections of local, State, and federal laws, rules, and regulations governing assigned area.
Career services and job placement services.
Delivery systems for Student services programs and services.
District organization, policies, procedures, and objectives.
District's collective bargaining process.
Goals and objectives of assigned programs.
Goals of the District's educational master plan.
Governance systems for California community college districts.
Modern office practices, procedures, and equipment, including computer hardware and software.
Oral and written communications skills.
Principles of personnel management, supervision, and training.
Public relations and marketing techniques.
Student personnel principles and techniques.
Technical aspects of the student services program.
Trends in educational program offerings.

Skills and Abilities:

Analyze situations accurately and take effective courses of action.
Communicate effectively both orally and in writing.
Demonstrate analytical and assessment abilities.
Demonstrate strong leadership skills.
Develop and administer complex budgets.
Develop and implement innovative methods to evaluate and address student needs.
Develop and implement procedures for student services programs and services.
Develop and implement schedules for programs and services.
Direct the preparation, distribution, and maintenance of records and reports.
Establish and maintain effective and cooperative working relationships with others.
Evaluate student services needs of district clientele.
Influence and persuade people to follow a prescribed course of action.
Interpret and apply local, State, and federal regulations and district policies and procedures which relate to student services.
Maintain excellent interpersonal relations with college, program, and district staff, students, and community groups.
Operate computers and business-related software, including word processing, spreadsheets, and databases.
Select, assign, train, supervise, and evaluate staff.
Work collaboratively in a multicultural, multiethnic community with individuals of diverse backgrounds and perspectives.

Training and Experience:

Any combination of training and experience equivalent to: Master's degree from an accredited institution in an area related to education or student services AND substantial recent, full-time experience in the administration of one or more of these areas in an institution of higher learning. The following are also required for this academic/educational administrator assignment:

- 1) One (1) year of formal training, internship, or leadership experience reasonably related to the administrator's assignment, AND
- 2) 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.