

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Services Supervisor I

Unit: Supervisory and Professional

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Job Code: D1256
Original Date: 07/1989
Last Revision: 11/2016
Staff Type: Classified
FLSA status: Exempt
Salary Range: 10

DEFINITION

Under the general supervision of a Student Services Supervisor II or assigned supervisor or manager, supervise a student services operation.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification typically supervise student services activities for a particular shift, either day shift or late afternoon and evening shift. The Student Services Supervisor I supervises the full range of admission and records or other student services functions, including admissions, records, veterans, attendance accounting, and grade reporting. The Student Services Supervisor II is responsible for coordinating the activities of all personnel in student services for both day and evening shifts and for establishing policies and procedures for the entire college student services operation.

EXAMPLE OF DUTIES

1. Coordinate and supervise office operations, including admissions, registration, residency, certifications, records, veterans, and others for a specific shift.
2. Supervise, train, evaluate, and assign office staff; participate in the hiring and disciplinary recommendations of staff.
3. Assure compliance of staff during a shift with district rules, policies, and procedures and laws governing residency, veterans, admissions, testing, and other areas of student services.
4. Assist students and staff in resolving problems and complaints involving admissions, records and grades, and other areas of student services.
5. Recommend procedures to be used for the admission and registration of students and other assigned areas.
6. Maintain permanent student records.
7. Provide information to students and staff regarding registration, enrollment, grades, class schedules, and other areas of student services; respond to more difficult questions as referred by assigned staff; coordinate and perform admissions activities with other college departments.
8. Assist in monitoring budget expenditures for student services program areas.
9. Serve on special committees and perform special projects as assigned.
10. Prepare and maintain reports and statistics as required.
11. Assist in the development and implementation of the district admissions and records processing calendar.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Codes.
- Basic mathematics and accounting principles.
- District organization, operations, policies, and objectives.
- Laws, rules, regulations, and policies relating to the registration, admission, 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 functions assigned.
- 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 little direction.

Training and Experience:

- Any combination of training and experience equivalent to: a high school diploma with at least five years of responsible clerical experience, including at least three years in a student services office.
- College admissions and records experience is highly desirable.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.