

**DIRECTOR OF STUDENT SERVICES - MJC****DEFINITION**

Under the supervision of the Vice President of Student Services or a Dean of Student Services, the Director of Student Services will provide leadership to assigned service areas, which may include overseeing DSPS, EOPS, CalWORKS, Campus Life, Student Government, Health and Wellness Services, Mental Health, Student Equity, SSSP, Basic Skills Initiative, Veterans Services, Assessment, Articulation, Outreach, Matriculation, Staff Development, and selected student programs. The Director will supervise selected classified, faculty, clerical, and secretarial staff and may also supervise the activities of coordinators as assigned. This position may be responsible for the production of various documents relating to student success and services, including state and federal reports, handbooks, forms, and other documents. As part of the Leadership Team, the Director will provide evening duty and weekend administrative coverage as needed or assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative direction from the Vice President of Student Services or designated dean.

A director assumes management responsibility for a Student Services area or areas. Provides direct functional and technical supervision to a variety of staff and may exercise supervision of faculty assigned to the area. This classification is distinguished from a dean or associate dean by a focused level of responsibility and/or limited number of service areas assigned.

**EXAMPLES OF DUTIES** (*Illustrative Only*)

- Provide leadership to assigned programs in Student Services, which may include Counseling, Student Equity, SSSP, BSI, DSPS, EOPS, CalWORKS, Campus Life, Student Government, Student Conduct, Title IX, Health and Student Wellness, Mental Health, BIT, Outreach, Student Equity, SSSP, Basic Skills Initiative, Veterans Services, and/or other selected student programs and services.
- Provide leadership in MIS data submission and accountability.
- Develop and monitor departmental plans and budgets.
- Maintain compliance with local, state and federal guidelines related to Student Services programs.
- Coordinate and administer support services for new and continuing students for each term.
- Oversee hiring, evaluation, scheduling processes for Student Services faculty and staff.
- Maintain records and submit reports to the college and appropriate external agencies.
- Assist in the preparation of district applications for outside funding for Student Services programs.
- Administer board approved policies and regulations as they relate to the unit.
- Oversee/conduct program reviews and make appropriate recommendations to meet the needs of a diverse student body.
- Assist with the coordination of the college's matriculation plan and provide supervision of components of the plan.

- Coordinate K-12 partnerships and oversee access and outreach services.
- Oversee and coordinate assigned student success and student equity initiatives and projects.
- Plan, coordinate, and evaluate co-curricular student activities, events and programs; oversee student government association budgets; serve as a liaison between student government and administration, faculty, and staff; attend student senate meetings; and mentor students in leadership roles associated with ASMJC.
- Development and lead operation of a comprehensive Campus Life program, including Associated Students, Inter-club Council, student clubs, student organizations, student engagement, student activities, co-curricular programs, student grievances and complaints, and student conduct and discipline processes.
- Coordinate service learning opportunities and student volunteerism opportunities.
- Educate students, faculty, and staff on the College's Standards of Student Conduct and expectations for behavior.
- Foster an inclusive campus community that promotes developmentally appropriate, active learning environments outside the classroom to meet the needs of a diverse student population and promote student equity.
- Other duties as assigned within the scope of this assignment.

#### **TYPICAL WORKING CONDITIONS**

- Work is generally performed in a standard office environment.
- Work may require occasional evening and weekend hours.

#### **MINIMUM QUALIFICATIONS**

##### **Expected Professional Characteristics:**

- Understanding of effective instructional, student development and instructional support practices at the community college.
- Understanding of current issues related to student services, instruction and articulation for the success of all students.
- Sensitivity to and interest in the critical role of student support service to the success of community college students, faculty, and staff.
- Understanding of and commitment to shared governance.
- Effective written and oral communication skills.
- High degree of professionalism and integrity.
- Ability to work in a collaborative manner as a team member in division, college and district-wide activities and projects.
- Supportive of the comprehensive community college mission.
- Demonstrated commitment to community and campus activities.

##### **Demonstrated Skills & Abilities:**

- Ability to develop effective educational, student support services and student development programs to meet the needs of the College.
- Ability to manipulate relevant technology to access, analyze and report relevant data and other programmatic information.
- Effective budget management practices, with special emphasis on categorically funded programs

- Understanding of good pedagogical practices for adult learners.
- Efficient administrative practices through an integrated approach to planning, budgeting, and scheduling.
- Ability to collaborate with others to strengthen intra-College, community, and District-wide staff relations.
- Ability to support staff development, achieve hiring success, enhance evaluation, recognize and mitigate personnel issues, and resolves conflicts.
- Ability to develop and nurture an effective student/learner center environment.
- Demonstrated experience working with student services programs at the college or university level

### **Licenses and Certificates:**

Possession of valid California Motor Vehicle Operator's License.

### **Physical and Mental Standards:**

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting:** occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

### **Education and Experience:**

*Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:*

Education: Possession of a Master's Degree **AND** one year of successful experience in field related to the administrative assignment **OR** a California Community College Supervisor Credential **OR** other appropriate valid California administrative credential.

Experience: Administrative experience preferred at the community college level. Two years of community college teaching experience. Three years of experience as an instructional administrator.

*Class Adopted: 07/13/17*

*Class Amended:*