



JOB TITLE: DEAN OF STUDENT SUPPORT SERVICES

Classification: Administrator
Salary Range: 16

Retirement Type: PERS*
Board Approved: June 19, 2017

BASIC FUNCTION:

Under the direction of the Vice President of Student Services, plan, organize, control and direct the operations and activities of the functions and programs within the Student Support Services Division; provide leadership to student support services activities across campus; evaluate the effectiveness of the division's and the college's student support services, and recommend methods for continuous improvement.

REPRESENTATIVE DUTIES:

The duties of the Dean of Student Support Services may include, but not be limited to, the following:

Provide leadership to the student support services functions within the division which may include, but not be limited to EOPS/CalWORKs/CARE, Student Development, Veterans Center, Student Equity Programs, South Bay Promise program, and learning communities such as First Year Experience, Puente and Project Success (Umoja).

Provide leadership in the evaluation and improvement of processes within Student Support Services to assure that all services provided to students are prompt, efficient and promote student retention and success.

Provide leadership in the development of necessary programs and services designed to assure that students receive the support needed to successfully transition into and complete their college program of study.

Assure collaboration between all learning communities programs, the Division of Counseling & Student Success, and academic divisions to prudently use staff and fiscal resources to provide all students with the support needed to succeed.

Participate in outreach activities and maintain effective communication with feeder school districts, community based organizations and public agencies; develop and participate in college-community partnerships; make public presentations on behalf of the college.

Assure the provision of a student-centered, customer-service oriented environment for the delivery of all division functions, and promote such an environment across campus.

Assure the implementation of the Student Equity Plan to close achievement gaps of targeted populations; monitor budget expenditures for compliance with the approved plan.

Direct and participate in the administration, development, and implementation of disciplinary actions in response to unacceptable student behavior; ensure compliance with the Student Discipline Policy; coordinate and direct activities to ensure proper and timely resolution of issues and conflicts related to student disciplinary matters and grievances; coordinate and conduct meetings and hearings related to student discipline, grievances, and appeals.

Communicate and work closely with other divisions in implementing collaborative programs designed to meet student needs; facilitate internal partnerships between and among other student services, Community Advancement, Academic Affairs and Administrative Services.

Provide leadership in the use of technology to assure the effectiveness and efficiency of student support services operations.

Regularly analyze division staffing needs, lead the division in its faculty and staff prioritization process and make recommendations to the Vice President of Student Services; hire, supervise and evaluate assigned staff and provide for appropriate staff development; assure compliance with the District's personnel policies, procedures and practices.

Plan for efficient and appropriate use and security of division facilities; assure compliance with health and safety regulations.

Participate in strategic planning for the college, the Student Services Area, and the Student Support Services Division; collaborate with department managers in setting division priorities, both short-term and long-range.

Chair the Student Services Program Review Committee and provide oversight for the Service Area Outcome assessment process. Advance institutional effectiveness measures by ensuring that Service Area Outcomes (SAOs) are written and assessed; all program review and annual planning documents are completed in a timely manner utilizing appropriate metrics.

Set priorities for resource needs; identify resources for development through grants and alternative sources when appropriate; provide leadership to the development and monitoring of the division's budget; manage financial resources consistent with District policy and sound financial management principles.

Maintain and encourage effective communication with division staff by holding regular staff meetings; provide information to staff about issues, programs and practices affecting the college, division and departments.

Be an involved participant on the Student Services management and leadership teams; collaborate with other managers within the area in the development of area plans and priorities.

Recommend and participate in the development of policy as necessary for the District to properly implement effective student support programs.

Provide clearly written reports and analyses when requested or appropriate.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Master's degree from a regionally accredited college or university or equivalent*, 3 year's experience in programs related to the assignment and 1 year of leadership or administrative experience.

Sensitivity to and understanding of multi-cultural, diverse environments and college students from diverse academic, socioeconomic, cultural, and ethnic backgrounds.

*Equivalency to be determined by the El Camino Community College District Board Policy 4119 – Equivalence to the Minimum Qualifications.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Higher education in community colleges, including the mission of the California Community Colleges.

Principles, practices and techniques involved in development, implementation, and evaluation of student services programs, services, plans, goals, and objectives.

Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.

Technological advancements and their application to student services.

Development, implementation and monitoring of budget; resource development.

Effective collaboration, communication, and consensus-building techniques.

Principles and practices of management, supervision and training.

Interpersonal skills using tact, patience and courtesy.

District organization, operations, policies and procedures.

Planning processes, including an understanding of key performance indicators, goals and measurable objectives, and how to write them.

Oral and written communication skills.

Abilities/Skills:

Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Present a positive image of the college.

Communicate with a wide range and level of students, public and college employees.

Plan and work effectively and cooperatively with peers, faculty, staff, students and community members from multi-cultural, diverse backgrounds.

Analyze situations accurately and adopt an effective course of action.

Evaluate division programs and functions and make recommendations for continuous quality improvement.

Develop grant or special project applications.

Organize and chair meetings, lead workshops, facilitate group discussions and involve staff in idea generation, goal setting, and decision-making.

Communicate well in writing and orally, develop written reports, and deliver oral presentations.

Licenses or Other Requirements:

Valid California driver's license

WORKING CONDITIONS:

Required to drive to offsite locations.

Move from one work area to another.

Hand, wrist, and finger dexterity to operate various office machines.

Lift up to 25 lbs.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.