



**Classification Title: Assistant Superintendent/Vice President, Student Services**

**Department:** Student Services

**EEO6 Code:** 1

**Staff Category:** Executive Administration (Educational Administrator)

**Salary Range:** 79

**Supervision Received From:** Superintendent/President

**Original Date:** July 2018

**Supervision Given:** Assigned administrative, supervisory, confidential, classified, hourly, and volunteer employees in Student Services

**Last Revision:** September 2022

***Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.***

**JOB SUMMARY.**

Administers and supervises all student services activities and programs for the District and provides leadership to Student Services faculty and staff; responsible for maintaining and improving the quality of student life through the operation of various student support services and for development student growth, leadership and success through student activities, programs and services. Serves as the Chief Student Services Officer and is responsible for comprehensive student services, including planning, policy, and budget development/management.

**DISTINGUISHING CHARACTERISTICS.**

The Assistant Superintendent/Vice President, Student Services is a single incumbent classification that is included in the District's executive administration. The classification is distinguished from other Assistant Superintendent/Vice President classes in its authority and leadership of the Student Services division.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

Essential responsibilities and duties may include, but are not limited to, the following:

1. Plans, organizes, directs, and controls the activities, services, and operations of the District's student services activities and programs relevant to the general welfare and support of students; allocates resources and personnel to assure the effective and efficient provision of services to the District; directs and supervises the activities of the Student Services staff in the areas of Athletics, Counseling Services and its subdivisions, Enrollment Services, Health Services and Student Affairs.
2. Manages, supervises, and evaluates assigned Student Services staff; establishes standards of performance and methods of operation; participates in the selection of new employees; assigns and monitors workloads and projects; responds to grievances and disciplines assigned staff according to established policies and procedures; prepares and signs employee performance evaluations; recommends salary reclassifications.
3. Collaborates with other District executive administrators to develop and achieve goals, identify resources, and establish a basis for accountability for the District and Student Services that serve to meet the mission of the District.
4. Coordinates, along with the Assistant Superintendent/Vice President of Instruction, the integration of student activities, programs and services with the educational philosophy, goals and objectives of the District; works with the Instruction division on guided pathways efforts to meet unique learning needs of special student groups (e.g., students with disabilities, veterans, and international students).
5. Coordinates, along with the Assistant Superintendent/Vice President of Finance and Administrative Services, the integration of the areas of safety, security, and facilities planning.

6. Coordinates, along with the Assistant Superintendent/Vice President of Human Resource Services, the integration of the area of professional development.
7. Ensures all Student Services programs perform timely and accurate governmental reporting and are in compliance with all applicable federal, state, and local laws and regulations; accreditation requirements; Governing Board policies and procedures; District plans; and collective bargaining agreements.
8. Directs the development and implementation of the strategic direction of Student Services, including the coordination and maintenance of the Education and Facilities Master Plan for Student Services; identifies objectives and measurable outcomes; ensures plans are aligned with the District's mission, District planning mechanisms, and available resources.
9. Implements, supports and promotes compliance with the District's Equal Employment Opportunity Plan in all aspects of employment and education with special attention to Title IX and the Clery Act, including the Violence Against Women Act (VAWA) and Campus SaVE Act compliance and minority student enrollment.
10. Exercises leadership in the development of the Student Services budget and manages financial resources consistent with District policy and sound financial management principles; allocates scarce resources among competing requests for funds.
11. Leads Student Services-related shared governance groups including, but not limited, to the Student Services Planning Council, Administrative Services Planning Council, and Matriculation and Transfer Advisory Committee; serves on other District operational committees and/or task forces as required.
12. Supervises the preparation of the college catalog and approves other publications issued from Student Services for general or limited circulation to students or prospective students.
13. Attends all meetings of the District's Governing Board; provides reports to the Governing Board as requested or required.
14. Provides leadership and oversight for the analysis, development, implementation, and evaluation of specific services and programs that provide direct support to students; participates and assists in leading strategic efforts to address issues related to student development, student success and student equity, guided pathways, and student persistence and retention.
15. Develops articulation agreements with other institutions of higher education and coordinate the dissemination of articulation agreements with the Instruction division; informs all District employees of services available to students and make the campus community aware of the value of student services to students and the District.
16. Oversees the development of a high level of positive media coverage of the District's student services activities and programs; represents the District and Student Services at conferences and meetings with other educational institutions and with state, regional and national student services agencies and organizations; represents and promotes Student Services interests and needs in administrative decisions.
17. Administers other areas and tasks as assigned by the Superintendent/President and serve as the acting Superintendent/President in that person's absence.

**Marginal Functions:**

1. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Principles and practices of student and institutional outcome measures.
2. Principles and practices of employee training and supervision.
3. Principles of budget preparation and control.
4. Statistical, research, and survey methods and techniques and report preparation.
5. General labor relations laws, practices, and procedures.
6. Organizational functions, policies, and procedures of community colleges.
7. Modern office procedures, methods, and equipment including computers and applicable software programs.
8. Interpersonal skills using tact, patience and courtesy.

9. Proper English usage, spelling, grammar, and punctuation.
10. Mathematical principles applicable to areas of responsibility.
11. Office management and recordkeeping practices, methods and procedures.
12. Principles and practices of shared governance.

**Skill in:**

1. Directing, planning, organizing, and controlling the development, administration, and direction of student services activities and programs.
2. Interpreting and applying a wide variety of laws, regulations, and rules relevant to student services, including the California Education Code and California Code of Regulations.
3. Obtaining, organizing, analyzing, and evaluating a wide range of data and information and making appropriate recommendations to leadership and administrators.
4. Managing, supervising, delegating, training, evaluating, and disciplining employees, including administrators/supervisors and support staff.
5. Establishing and maintaining effective working relationships with a wide variety of groups and individuals, including administrators, elected officials, employee group representatives, support staff, members of the public, and representatives of external agencies.
6. Preparing and presenting comprehensive, effective oral and written reports to a variety of individuals and groups.
7. Directing, planning and organizing accreditation activities, institutional effectiveness initiatives, social justice and equity frameworks and student learning outcomes (SLOs).
8. Writing and presenting clear and concise reports and presentations.
9. Analyzing situations accurately and adopting effective courses of action.
10. Communicating effectively both orally and in writing.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, gender, gender expression, gender identity, medical condition, nationality, race, sex, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
12. Fostering equity and supporting an inclusive educational and employment environment.
13. Leading strategic planning and institutional effectiveness efforts.
14. Leading and supporting technology and innovative approaches to student service delivery systems.
15. Understanding of the necessity for close cooperation between student services and the instructional programs of the college and between student services and administrative services such as guided pathways.
16. Leading and representing the District to external partners (i.e. K-16, business and industry).

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of full-time student services leadership experience in an educational setting, including a minimum of one year of full-time mid-management or executive-level administration experience in higher education.

**Education/Training:**

A master's degree in any discipline from an accredited college or university is required.

**License and/or Certificate:**

Possession of a valid California driver's license.

**Preferred Qualifications:**

- An earned doctorate from an accredited institution.
- Experience with and understanding of education as a pathway for advancing equity and social justice.
- Experience developing and implementing short-term and long-term outreach and in-reach goals, policies, practices and actions that produce successful student outcomes and that are consistent with the District's mission and strategic enrollment goals.
- Experience with and knowledge of the "design thinking" approach to create seamless student pathways and meet the needs of diverse student populations.

- Experience conceiving new programs and initiatives and developing action plans for successful implementation and measurement.
- Experience with and ability to build strategic partnerships with educational and business institutions through credit, non-credit, and community and contract education.
- Experience utilizing technology solutions, data management and data science to inform decisions and advance institutional initiatives.
- Experience in developing innovative and collaborative programs and services that support diversity and inclusion.

**WORKING CONDITIONS.**

**Environmental Conditions:**

The employee works under typical office conditions with extensive exposure to computer screens and frequent contact with faculty, students, family members, staff of other departments and the public, some of whom may be upset or angry.

**Physical Conditions:**

Essential and marginal functions require mental and physical fitness to perform necessary job functions with or without accommodation. Position requires frequent travel to District and other locations.