



Classification Title: Manager, Student Success

Department: Counseling Services

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 52

Supervision Received From: Dean, Counseling Services

Original Date: March 2015

Supervision Given: Assigned supervisory, classified, hourly, and volunteer staff

Last Revision: May 2021

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.

Responsible for managing, overseeing, planning, and coordinating daily operations of the Counseling Department; coordinates activities related to counseling, retention services, and student onboarding programs in accordance with District policies, procedures, and practices; performs the more difficult and technical activities of the Counseling Department.

DISTINGUISHING CHARACTERISTICS.

The Manager, Student Success is distinguished from other administrative classifications in the Counseling Services Division in that it holds primary responsibility for management of counseling staff, retention services, and student onboarding programs for the District.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable District policies, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime as required; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, arranges, and coordinates the daily operations of onboarding and retention services; assists in planning and implementing office procedures, which includes scheduling of faculty counselor appointments and meetings relevant to the assigned area of responsibility; develops applicable , protocols for the Counseling Department; ensures timely problem-solving and issue resolution while providing and ensuring appropriate customer service standards for assigned staff in interactions with students, District personnel, and other individuals contacted in the course of work..
3. Assists in the development and implementation of Counseling department goals, objectives, policies, and procedures; ensures compliance with federal, state, and District laws and regulations.
4. In collaboration with other District partners, develops components of the District's student onboarding program, including on-campus, online, and hybrid class options.
5. In collaboration with faculty and staff, develops follow-up processes for students on academic/progress probation facing dismissal, enrolled in basic skills courses, and with unidentified education goals and courses of study; works with the

faculty department chair to set up workshops and provide support for students on academic probation to support student retention and follow-up on support services.

6. Develops, implements, monitors, and reviews the budgets and program expenditures for counseling and retention services; may oversee student onboarding program budgets in coordination with the Dean, Counseling Services.
7. Develops, researches, and prepares a variety of statistical and analytical reports and studies relevant to assigned area of responsibility.
8. Participates in the administration, implementation, and enhancement of applicable software, including, but not limited to: PeopleSoft, Customer Relations Management (CRM) and Early Alert; trains staff on use of software, including accurate data entry; develops and updates related forms and training materials; coordinates the resolution of computer and/or software issues and problems with Information Services and other applicable staff; responsible for ensuring the accuracy of data entry completed by staff complies with applicable regulations and District standards.
9. Develops and maintains procedures for accurate and timely data collection, including Chancellor's Office Management Information System (MIS) data, onboarding, and follow-up services reporting requirements; identifies the utilization of data for District program review and service area outcomes processes.
10. Ensures confidential student records are maintained in compliance with federal, state, and District regulations.
11. Prepares and delivers oral presentations and workshops on topics related to Student Success to internal groups including, but not limited to, the District's shared governance groups, Governing Board, executive administration, and to external groups at conferences and other events.
12. Develops, coordinates, oversees, manages, and promotes a wide variety of student support activities and events relevant to counseling, retention service, and student onboarding programs.
13. Collaborates with the faculty Department Chair of Counseling in the provision of support services to students; interfaces with other areas of Student Services including Enrollment Services, Health Services, Athletics, Veterans and Student Life and Leadership to assure progress in student success, equity, retention and completion.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups to receive and/or convey information.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

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:

Four years of increasingly responsible experience, including one year of supervisory experience, in a student services setting with experience in one or more of the following areas: assessment, counseling/advising, onboarding, retention, student success and/or follow-up services for students.

Education/Training:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, education, or a related field.

Preferred Qualifications:

1. Experience working with diverse student populations.

2. Experience collaborating with faculty counselors.

Knowledge of:

1. Management principles and practices, including selection, training, evaluation, and discipline.
2. Pertinent federal, state and local codes, laws and regulations, including the California Education Code and applicable sections of Title 5 of the California Code of Regulations.
3. Practices, policies, and procedures relevant to assigned area of responsibility.
4. Procedures, methods, and techniques of budget preparation and maintenance.
5. Public and community relations principles, including the use of tact, patience, and courtesy.
6. Principles and practices of data collection, research, and report preparation.
7. Modern office procedures, methods, and equipment including computers and applicable software programs relevant to assigned area of responsibility.
8. Effective public speaking techniques.
9. Principles and techniques of effective event planning.
10. Community college programs, services, operations, and activities.
11. Proper English usage, spelling, grammar, and punctuation.

Skill in:

1. Selecting, supervising, training, delegating tasks to, and evaluating staff.
2. Applying pertinent federal, state and local codes, laws and regulations including the California Education Code, applicable sections of Title 5 of the California Code of Regulations,
3. Interpreting, applying, and explaining complex rules, regulations, policies, and procedures, including information of a highly technical nature.
4. Compiling, organizing, analyzing, and interpreting complex data and information from a variety of sources.
5. Preparing clear and concise reports.
6. Budget development and maintenance.
7. Operating office equipment including computers and applicable software programs.
8. Communicating clearly and concisely, both orally and in writing.
9. Coordinating events and activities effectively with other individuals and organizations.
10. Managing multiple responsibilities simultaneously.
11. Assessing difficult situations with accuracy and adopting effective courses of action.
12. Establishing and maintaining effective working relationships with those contacted in the course of work.
13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, students, and the public.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for walking, standing and sitting for extended periods of time. Must be able to travel to District and other locations.

TERMS OF EMPLOYMENT.

All positions within this classification are specially-funded and the duration of any position in this classification is dependent

upon the continuation of funding.