



Classification Title: Supervisor, Student Success

Department: Counseling Services

FLSA Status: Non-Exempt

Staff Category: Confidential and Supervisory Team (CAST)

Salary Range: 45

Supervision Received From: Manager, Student Success

Original Date: May 2021

Supervision Given: Assigned classified, short-term, student, and volunteer staff in Counseling Services

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 planning, organizing, and coordinating operational activities of non-faculty employees including supervision of assigned classified, short-term, student and volunteer personnel in Counseling Services at all District locations. Ensures compliance with District policies and procedures and applicable regulations; assists the Counseling Department Chair and Manager, Student Success with budget development and recommending and implementing goals, objectives, policies, and procedures relevant to the assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS.

The Supervisor, Student Success is distinguished from other supervisory classifications in Student Services by its responsibility for oversight of assigned areas of Counseling Services.

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 manager concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Facilitates conflict resolution opportunities with staff and students in crisis with appropriate referrals to support services on campus.
3. Participates in the resolution of employee relations and performance issues associated with assigned staff.
4. Monitors and ensures employee compliance with internal processes, practices, policies, and procedures.
5. Assists the Counseling Department Chair, Manager, Student Success and Dean, Student Success, Equity, and Counseling in the tracking of the department budget and applicable expenditures as necessary.
6. Investigates and resolves customer complaints and issues.
7. Maintains records relevant to the assigned area of responsibility; enters and retrieves relevant data; ensures appropriate reporting of MIS data elements; produces a variety of documents and reports, including statistical and analytical reports; manipulates data to achieve desired results;

8. Recommends, drafts, prepares, and assists in the implementation of departmental success goals, objectives, policies, and procedures.
9. Supervises the implementation and administration of appointment scheduling software, providing backup support by performing scheduling tasks during peak periods.
10. Assists the Manager, Student Success in student onboarding programs and retention strategies as needed.
11. Plans, schedules, and facilitates staff meetings in coordination with the Manager, Student Success.
12. Collaborates with other Student Services areas including, but not limited to, Enrollment Services, Health Services, Athletics, Veterans and Student Life and Leadership, to advance student success, equity, and completion.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Supervisory principles and practices.
2. Academic counseling services in a higher education environment.
3. Accounting and budgeting principles related to general and categorical funds.
4. Federal, state, and local laws and regulations relevant to the assigned area of responsibility.
5. Modern office equipment, including software programs relevant to the assigned area of responsibility.
6. Automated appointment scheduling systems.
7. Report preparation techniques.
8. Data analysis and manipulation principles.
9. Basic accounting principles.
10. Customer service principles and practices.

Skill in:

1. Supervising, training, and evaluating the work of others.
2. Utilizing a computer and related software applications, including appointment scheduling software.
3. Coordinating operations with faculty who have authority over assigned areas.
4. Interpreting and applying applicable rules, regulations, and policies.
5. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
6. Establishing and maintaining effective working relationships with those contacted in the course of work.
7. Developing and maintaining a budget.
8. 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.
9. Maintaining accurate and complete records.
10. Interpreting complex data and information.

11. Mediating difficult and/or hostile situations.
12. Investigating and resolving customer complaints.
13. Providing effective customer service.
14. Communicating clearly and concisely, both orally and in writing.
15. Development of equitable policies and practices in support of student success.

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 progressively responsible counseling support experience in a secondary or post-secondary educational setting.

Education/Training:

A bachelor's degree from an accredited college or university in business, public administration, education, sociology, or a related field.

License or Certificate

Possession of, or ability to obtain, a valid, appropriate California driver's license.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, and students; interaction with difficult or hostile individuals.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties. Must be able to travel between education centers and other District locations.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.