



## **Associate Dean, Student Support Services**

**Management Range: 21**

Pending Board Approval: 09/08/22 P. 1|4

*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; however, any additional duties will be reasonably related to this class.*

### **SUMMARY DESCRIPTION**

Under the general direction of the assigned Dean, the Associate Dean of Student Support Services is responsible for the organization, operation, administration, supervision, and evaluation of the assigned student services area and/or programs.

### **DISTINGUISHING CHARACTERISTICS:**

Incumbents in this classification oversee multiple programs or a unit within a division or major program or support function. The Dean classification is a management classification assigned to those who manage a division of a student services program or instructional support program.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification.*

1. Provides leadership, direction and manages all aspects of assigned programs and services; ensures assigned programs are administered in compliance with District, state, and federal laws, regulations, and procedures; coordinates one or more college-wide initiatives for the improvement of programs and services and to advance the college's student equity goals.
2. Develops annual goals and objectives for planning and evaluation purposes to ensure operational efficiency and student success; implements Student Equity goals and activities within areas of responsibility.
3. Prepares and implements outreach and support plans within state and local guidelines for assigned program; develops effective partnerships to conduct outreach and recruitment efforts to increase enrollment of students in assigned programs.
4. Coordinates activities of assigned programs with other district programs and services, community-based organizations, and school districts; works collaboratively with program and instructional faculty and leadership to evaluate student needs and program requirements.
5. Responsible for budget management, marketing efforts, retention, data collection and research for assigned programs.
6. Assists in and provides guidance for internal and external audits and reviews for assigned programs.
7. Recommends staffing and equipment needs, anticipates future needs, and ensures appropriate support services, facilities, technology, and instructional materials are available for assigned programs.



## **Associate Dean, Student Support Services**

### **Management Range: 2 I**

Pending Board Approval: 09/08/22 P. 2|4

8. Obtains data and prepares periodic statistical reports and other documents as need; compiles and reports information related to assigned programs, such as Program Review, Service Equity Audits, progress indicators, Student Learning Outcomes, Service Area Outcomes, and special projects. Ensures that reporting requirements are met as stipulated in program regulations.
9. Monitors the effectiveness of assigned programs; evaluates and recommend the need for new programs and supports new program development for currency and relevance. Develops surveys and manages statistical reports and other records to assess program effectiveness and student outcomes.
10. Researches and identifies external funding sources to support and expand services, diversity, equity, and inclusion initiative; assists with grant solicitation and preparation, program fund applications, and other external funding sources for assigned programs as needed; ensures compliance with funding requirements.
11. Participates in various student services activities, including student orientation.
12. Recruits, hires, trains, mentors, and supervises assigned faculty, support staff and student workers to design and maintain assigned programs.
13. Collaborates with the Division Dean, Faculty Chair, and Assistant Director(s), and other members as a team to develop and implement strategies to improved student success and college-wide goals.
14. Develops and maintains effective relationships with local schools, colleges, and universities as related to assigned programs; represents the college and in community related activities as assigned; represents the District and attends regional and state meetings as required.
15. Serves on district-wide and/or campus-wide committees as assigned.
16. Anticipates, prevents and resolves difficult and sensitive inquiries, conflicts and complaints.
17. Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

- California Community College philosophy and mission.
- Applicable sections of the Title 5 regulations, ADA laws and Education Codes.
- Federal, state, and regulations pertaining to categorical programs.
- Principles, techniques, and methods in student recruitment, retention, and orientation programs that serve students and promote student success.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.



## Associate Dean, Student Support Services

### Management Range: 2 I

Pending Board Approval: 09/08/22 P. 3|4

- Principles and procedures of record keeping.
- Principles of basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

#### **Ability to:**

- Oversee and participate in the management of a comprehensive Student Services program area.
- Plan, organize, and coordinate multiple activities; design, create, and implement use of resources.
- Prioritize and execute a wide range of projects simultaneously.
- Research topics, collect data, analyze data and form conclusions
- Work independently, assume responsibility, and take initiative in carrying out assignments.
- Understand the organization and operation of the District and of assigned programs as necessary to assume assigned responsibilities.
- Select, train, and evaluate staff.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative relationships between the College, community, and key individuals, and with all persons contacted in the course of work.

**Education and Experience Guidelines** – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Education/Training:**

##### **Required Education:**

- Master's degree from an accredited institution.

#### **Experience:**

##### **Required Experience:**

- One (1) year formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.
- A sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with some travel off-site.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally



## **Associate Dean, Student Support Services**

### **Management Range: 2 I**

Pending Board Approval: 09/08/22 P. 4|4

communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.