



Dean, Student Services

Management Range: 23

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 Vice President of Student Services, the Dean of Student Services is responsible for providing leadership and supervision to a diverse and comprehensive student services division charged with promoting and delivering programs and services that enhance student success, achievement, and retention.

REPRESENTATIVE DUTIES

The following duties are typical for this classification; some duties are dependent on area of assignment.

1. Provides leadership, oversees, and directs assigned division, areas, and programs of the Student Services Department, including short- and long-term planning and program development, and administration of departmental policies, procedures, and programs; coordinates college-wide initiatives for the improvement of programs and services and to advance the college's student equity goals.
2. Assumes full management responsibility for assigned Student Services functions, programs, services, and activities, including, but not limited to Student Life, Athletics, Student Health Services, EOPs, CARE, CalWORKs, counseling and matriculation services, and various resource centers at the college.
3. Provides leadership in the planning and implementation of new student equity programs to enhance student enrollment, success and achievement; provides leadership in the development, implementation and evaluation of division programs to provide efficient and effective student support services by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs.
4. Designs and implements accountability procedures for all programs, services, and activities within the assigned areas. Maintains program compliance with state, county, and federal regulations and laws; provides accurate reporting of program data to state and county regulatory agencies.
5. Oversees and participates in conducting a variety of analytical and operational studies regarding departmental and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes recommendations.
6. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
7. Facilitates the planning, development and implementation of new programs as needed to improve student services.



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8. Prepares annual goals, objectives, workload assignments, schedules, and serves as program liaison with other student services programs; develops and shares an understanding of equity and student success goals and initiatives; supports district-wide efforts to close equity gaps, increase student success, and mitigate organizational biases.
9. Directs and participates in the administration, development, and implementation of disciplinary actions in response to unacceptable student behavior; ensures compliance with the Student Discipline Policy; coordinates and directs activities to ensure proper and timely resolution of issues and conflicts related to student disciplinary matters and grievances; coordinates and conducts meetings and hearings related to student discipline, grievances, and appeals.
10. Receives and mediates student grievances and complaints. Meets with students to explain laws, regulations, processes, policies, and procedures. Makes recommendations and refers students to appropriate District offices or services. Works collaboratively with counsel, administrators, faculty, and staff to resolve conflicts
11. Assists in implementing a coordinated response to the college's matriculation and retention efforts, including early alerts, probation letters, and dismissals, and in-reach interventions. Collaborates on programs and initiatives designed to assist students in achieving their educational and career goals.
12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Student Services.
13. 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.
14. Prepares and administers the annual budget for the assigned areas; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies.
15. Provides input and assistance in the development and maintenance of the college's web page and assists in preparing catalog/class schedule material as it pertains to assigned areas.
16. Develops and generates statistical data and reports related to assigned areas and programs.
17. Coordinates the collection, filing and reporting of student and institutional data.
18. Develops and maintains effective relationships with local schools, colleges, and universities as related to assigned areas of responsibility; represents the college in community related activities. Represents the District and attends regional and state meetings as required.
19. Promotes staff development workshops and in-service training.
20. Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
21. Performs other duties as assigned.



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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
- Title 5 regulations and Education Codes related to California Community College student support services programs
- California Community College student support services programs
- Management and supervision principles
- Budgetary management
- Modern technology pertaining to student support services.

Ability to:

- Communicate effectively both orally and in writing
- Work collaboratively with faculty, staff, and administrators
- Supervise and direct staff
- Manage the budget effectively
- Work with students from diverse academic, cultural, ethnic, and socioeconomic backgrounds
- Develop and maintain contacts with local schools and agencies
- Create and develop new programs related to student support services

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:

- A Master's degree from an accredited institution

Experience:

- One year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.
- Experience that indicates a sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.

DESIRED QUALIFICATIONS

- Three years of increasingly responsible experience in the area of Student Support Services including administrative functions such as dean, department head, director, coordinator, or management intern.



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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; occasionally travel from site to 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; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally 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.