



District Dean, Educational and Student Support Services

Management Range: 23

Board Approved: 1/12/23

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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 with the job; however, any additional duties will be reasonably related to this class.

SUMMARY DESCRIPTION

Under the supervision of the Vice Chancellor, Educational and Student Support Services identifies, develops, implements, and evaluates educational and student services programs to support student success; provides strategic direction for a comprehensive portfolio that includes managing and leading District technology projects to support and enhance students experiences, updating relevant board policies and procedures, and ensuring programs and services are integrated to align with District goals.

The position will also be responsible for coordinating the development of efficient standard operating procedures that produce accurate, timely, and readily accessible data to support the District's enrollment management, research, evaluation, assessment and other district wide functions. This position will over-see and lead a District-wide operational infrastructure that aligns excellence in teaching and learning, culturally responsive course and program development, faculty development, and support for faculty and staff, enabling equitable opportunity and academic goal attainment for students, including initiatives promoting affordability and equity of instructional materials.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides administrative oversight for district educational and student support programs.
2. Provides leadership, support, and coordination of District educational and student support programs; works with appropriate personnel on campus to ensure effective programs that support the students from initial contact through completion.
3. Support and provide leadership in districtwide efforts to implement districtwide student success initiatives and enrollment services.
4. Supports the MIS and CCFS-320 reporting by ensuring campus data is accurate and aligned with District wide systems
5. Lead efforts to document, integrate, and improve District processes and workflow.
6. Facilitates and supports the identification and refinement of processes and procedures through the District's program review process.
7. Serves as the project manager for Districtwide technology projects.
8. Maintains knowledge of educational and student support guidelines and provides policy guidance to campuses.
9. Works in collaboration with campus constituencies Academic and classified Senates on matters related to each group as appropriate.
10. Participates in local, regional, and state activities to promote San Bernardino Community College District and the community college movement.
11. Coordinates and facilitates operational groups working to improve core operations for the District.



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12. Evaluates Board Policies and Administrative Procedures on a continual basis and recommends changes for the improvement of academic and student support services.
13. Leads efforts for institutional effectiveness and planning
14. Chair districtwide committees as appropriate.
15. Coordinate and provide oversight to District-wide health services.
16. May Supervises the work of employees.
17. Complete and submit districtwide state and federal reporting requirements.
18. Support districtwide accreditation efforts.
19. Performs other related responsibilities as may be 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:

- Procedures and effective practices at the college level of areas related to student services.
- Federal and state regulations, district policies, and accreditation standards.
- Interpersonal relations, team-building, conflict resolution, and customer service.
- Principles and practices of administration, supervision, and training.
- Planning, budget preparation and control.
- Research techniques typically applied to gather and compile data used for decision making in large complex educational settings.
- Specific approaches, theories, and strategies to address disparities in student success and access to higher education for particular student groups.
- Methods and techniques for the development of presentations, business correspondence, and information distribution;
- Operation of Student Services with particular experience in overseeing equity- focused services, such as those targeting specific groups of students who have been less successful academically.

Ability To:

- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
- Communicate effectively verbally and in writing
- Establish and maintain effective working relationships.
- Work independently
- Provide leadership and motivate others.
- Maintain an understanding of current ideas, trends, and practices of responsibility for this position, through continued study and participation in professional organizations.
- Apply and implement applicable sections of the California Education Code, Title 5, and Federal laws/regulations and district policy.
- Interpret, explain, and apply the classified and faculty collective bargaining contracts, board policies, and administrative procedures.



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- Work across silos to collaborate with other campus work units to ensure that student-centered principles guide all special program.

Education and Experience Guidelines:

Education/Training:

- A Master's degree from an accredited institution.

Experience:

- Four (4) years of administrative and/or leadership experience directly related to this administrative assignment that includes experience in the supervision of student services programs.
- Two (2) years within the last four (4) years of experience (a) in the management or administration of educational programs, community organizations, government programs, or private industry working predominantly with ethnic minorities or persons handicapped by language, social, or economic disadvantages.
- 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.

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/classroom/clinical setting.

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 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.