

*San Joaquin Valley College*  
**Job Description**

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**Job Title: Career Services Manager**  
**Department: Career Services**  
**Reports To: Campus Director**  
**Classification: Full-time, Exempt**

**Summary:** Working with autonomy, responsibility, and authority, the Career Services Manager provides leadership to the Career Services team and assures they meet the placement goals of the campus. The Career Services Manager performs a variety of complex tasks requiring knowledge and understanding of the career services process, the ability to proactively identify problems and seek solutions, highly refined critical thinking skills, the ability to distinguish between facts and inferences, solve problems through creative thinking and the skills to obtain, analyze, and apply data. The Career Services Manager reports directly to the Campus Director and communicates on an on-going basis with the Vice President of Administration and Director of Graduate Services.

**Essential Duties and Responsibilities:**

- Establishes weekly placement goals, monitors their achievement, communicates results and variances
- Monitors daily activities of the career services department staff
- Conducts audits
- Approves and submits exclusions
- Assures equity in caseload
- Generates CSS100 instruction schedule and maintains compliance
- Maintains reports between production from corporate
- Provides support to clinical coordinators in linear programs
- Serves as corporate contact when assessments are done of extern/clinical facilities
- Manages public relations protocol [positive facilities and inactive]
- Chairs daily individual meetings and weekly department meetings
- Represents the department on the campus management team
- Represents the department at corporate planning meetings
- Staffs orientation, trains, conducts professional development
- Conducts performance evaluations
- Performs other duties as assigned

**Supervisory Responsibilities:** Manages the career services team. Is responsible for the coordination and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints, and resolving problems with discretion and independent judgment.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits student feedback to improve the career services process; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; conducts meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's effort to succeed.

Visionary Leadership – Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Managing People – Takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies student feedback (internal and external); fosters quality focus in others; improves processes and service; continually works to improve supervisory skills.

Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of competition; aligns work with strategic goals.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organization Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; adapts strategy to changing conditions.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions.

Motivation – Motivates career services team to achieve goals.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance of the career services team; monitors own work and work of the career services team to ensure quality.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions; responds to corporate direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience – Bachelor’s degree (B.A.) from an accredited college; or five to seven years of related experience (experience in a private-postsecondary institution preferred); or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret analytical reports on inquiries, enrollments and drops; ability to respond to common inquiries or complaints from employees and students; ability to effectively present information to students and admissions team.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; ability to compute rate, ration and percent.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, PowerPoint and Outlook; and master proprietary software used to maintain student records.

**Physical Demands:** The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to fingers, handle, or feel and reach with hands and arms; talk; and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.