

San Joaquin Valley College
Job Description

Job Title: Director of Student Services
Department: Academic Affairs
Reports To: Provost/Vice President of Academic Affairs
Classification: Full-time, Exempt
Evaluation Form: AAL - Academic Affairs Leadership

Summary:

Under the immediate supervision of the Provost/Vice President of Academic Affairs, the Corporate Director of Student Services directs the execution of student services, policies and procedures related to student success and retention strategies. Working closely with the Deans of Student Services, Database Administrator and Registrars, this position provides leadership and functional oversight towards providing effective student services and enhanced opportunities for student success.

Essential Duties and Responsibilities

1. Evaluate and audit new student onboarding experience, including New Student Orientation and First Module Success rates
2. Identify “at-risk” student groups and develop early intervention programs to serve this population
3. Analyze student performance data necessary for developing evidence-based retention strategies
4. Partner with campus leadership to identify and leverage campus opportunities to improve retention throughout the student life cycle
5. Provide training, resources, coordination, and support to campus leadership
6. Evaluate and audit policies and procedures related to student success to ensure academic quality and effectiveness of student services
7. Develop and drive student services strategies and initiatives that directly support the College’s strategic plan to improve graduation and placement rates
8. Conduct research and analysis of industry practices in the public, private, and for-profit sectors in student advising and retention including BPPE, WASC and Programmatic Regulations
9. Perform other duties as assigned

Supervisory Responsibilities:

Provides technical oversight and indirect supervision of the Deans of Student Services, Database Administrator and Registrars in executing the provision of student services and policies related to retention and academic success. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; addressing complaints and resolving problems.

Core Competencies

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

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; follows through on commitments.

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.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Leadership - Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others; able to build morale and group commitment to goals and objectives.

Training and Development – Ensures that staff members get a sufficient amount of orientation, training and development opportunities to maximize their chances of being successful in their assignments; views training and development as an investment in employees and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience; encourages self-development opportunities.

Results Oriented - Achieves results within established timelines; understands and demonstrates that intentions, activities, and results are not the same; expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results [by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving prior warning].

Change Management - Develops workable implementation plans; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

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 the essential functions.

Education and/or Experience – Must possess a minimum of a Master’s Degree. Must have a minimum of three years of teaching and/or student service experience.

Language Skills – Ability to read and comprehend instructions, correspondence and memos; ability to write correspondence; ability to effectively present information in one-on-one and group situations to students and employees.

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, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access, and Outlook.

Other Qualifications: Must have thorough knowledge of the SJVC policies and procedures related to students and the education process.

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 finger, handle, or feel; reach with hands and arms; talk; and hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and 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.