

San Joaquin Valley College
Job Description

Job Title: Director of Graduate Services
Department: Administration
Reports To: Vice President of Administration
Classification: Full-Time, Exempt

Summary: The Director of Graduate Services performs a variety of responsible, difficult, and confidential tasks in the arena of Student and Graduate Services. This position requires great autonomy in the performance of daily activities and the use of refined judgments to apply extensive and specialized knowledge of administrative processes, procedures, and practices.

Essential Duties and Responsibilities:

Student Dispute Resolution

- Receive and investigate student complaints and resolve in accord with college policy
- Conduct fair and thorough investigations
- Maintain well-documented dispute resolution files and CampusVUE documentation

Graduate Services

- Oversee production, return, reconciliation, and routing of employment verifications
- Prepare and distribute weekly and quarterly reports
- Establish weekly placement goals and maintain daily contact with, and technical oversight of, Career Services Managers
- Collect data related to graduate success in licensure, certification, and registry examinations

Alumni Association

- Maintain alumni website and all links
- Promote membership

Institutional Effectiveness

- Conduct routine assessment of institutional outcomes
- Participate in program reviews, assuring that revisions are tied to program, institutional, and student services outcomes

Other duties as assigned

- Performs other duties as assigned

Supervisory Responsibilities: This job has no direct supervisory responsibilities; technical oversight is provided to campus-level employees.

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.

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

Education and/or Experience – Bachelor's degree (BA/BS) from an accredited four-year college or university; Must have five years direct experience in delivering student services.

Language Skills – Ability to conduct a high level of critical thinking, verbal, and written communications skills; ability to effectively present information in one-on-one and small group situations to employees, students and business associates.

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. Ability to use data as a foundation for decision-making and recommendations.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed written or oral instructions.

Other Qualifications: Must possess autonomy in the performance of daily activities and the use of refined judgment to apply extensive and specialized knowledge of administrative processes, procedures and practices.

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.

Design – Generates creative solutions; translates concepts and information into images, brochures, videos and advertisements; uses feedback to modify designs; applies design principles; demonstrates attention to detail.

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

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; 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; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present 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 efforts to succeed.

Visionary Leadership – Inspires respect and trust.

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

Delegation – Delegate work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies employee and student

feedback; fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.

Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

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

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

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.

Organizational 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 and respects diversity.

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

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

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.

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

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

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 and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Board of Directors' direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

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.

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; talk and hear. The employee is frequently required to stand and reach with hands and arms. The

employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move 10 pounds, frequently lift and/or move up to 25 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.