

San Joaquin Valley College
Job Description

Job Title: Dean of Student Services
Department: Academic Affairs
Reports To: Campus Director
Classification: Full-time, Exempt

Summary: Under the direct supervision of the Campus Director and technical supervision of the Vice President of Administration the Dean of Student Services is responsible for developing, implementing and delivering a variety of services for students attending programs on campus.

Essential Duties and Responsibilities

- Provides resources and referral for student services such as childcare, transportation, and related services.
- Coordinates student functions and activities such as Student Council, award ceremonies, and related activities.
- Provides academic counseling and monitors satisfactory academic progress.
- Provides counseling for personal and school related problems.
- Acts as a liaison between faculty, administration and students.
- Acts as a liaison between students and financial services.
- Prints the Past Due Cash Flow Report for active and on probation students.
- Meets with students who have past due accounts and develops strategies to bring their accounts current.
- Develops, implements, and delivers various student retention programs.
- Maintains communication and is the liaison between the Registrar and students.
- Tracks student attendance, grades, and satisfactory progress.
- Produces reports that track student retention, grades and other outcomes.
- Participates as assigned in related admissions, education and employment services activities.
- Serves as the Campus Coordinator of Disability Resources
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Supervisory Responsibilities: Manages Administrative Assistant to the Deans and on some campuses Federal Work Study employees. Is responsible for the overall direction, 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.

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

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 within budget; manages project student activities.

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

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 and 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; varies writing style to meet needs; 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 – Displays passion and optimism; inspires respect and trust; mobilizes students to fulfill their vision; provides vision and inspiration to students and employees.

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

Business Acumen – Understands business implications of decisions; demonstrates knowledge of competition.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates students on the value of diversity; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of students and employees; work 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.

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 helps students overcome obstacles; measures self against standard of excellence.

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.

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

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

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.

Initiative – Volunteers readily; undertakes self-development activities; asks for and offers help when needed.

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 students' 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 the essential functions.

Education and/or Experience – Must possess a minimum of a Baccalaureate Degree in counseling, or related major. Must have a minimum of three years of student counseling or related 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.