

TITLE: Director, Student Engagement and Support Services, SRJC Petaluma

CLASSIFICATION: Management Team – Classified Administrator (Categorically Funded)

SALARY RANGE: 22

SCOPE OF POSITION:

Under the direct supervision of the Executive Dean of SRJC Petaluma, with direction from the Vice President of Student Services, execute the following areas of responsibility; provide expertise, coordinate, and direct District-wide student services technology function; implement policies, make recommendations, and oversee student digital communication and online student services. Co-lead Petaluma student services by envisioning, planning, organizing, and managing day-to-day campus-wide student services operations, activities, departments and programs; serve as one of the two primary student services administrators for the campus and associated off-campus locations. Provide oversight of several areas of student services at SRJC Petaluma, including but not limited to Student Life and Engagement Programs, Student Success, the Intercultural Center and aligned Student Support Services, and welcome and onboarding services; supervise and evaluate the performance of assigned management, and classified staff.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provide expertise, coordinate, and direct District-wide student services technology functions, including the selection, procurement and implementation of technology products; serve as primary administrator of technology platforms, when necessary.
2. Implement policies, make recommendations, and oversee student digital communication and online student services; provide oversight and coordination to ensure best practices and accreditation standards.
3. In partnership with the Manager, Enrollment and Student Services Centers, SRJC Petaluma, co-lead student services at Petaluma, providing vision, planning and leadership to programs and personnel and to a full array of student services offices; create and implement the student services master plan, providing for the planning, development and implementation of programs, services, strategies, processes, systems, projects, schedules, goals and objectives.
4. Oversee student conduct policies, investigations and adjudications and discipline sanctions; oversee the Petaluma behavioral care cases and team; assist with Title IX sexual assault investigations and prepare related recommendation reports; provide information to District Police; consult with District's legal counsel on matters of sexual misconduct or student conduct and criminal matters; and maintain compliance files and student conduct records.
5. Serve as lead campus administrator ensuring student complaints and grievances are properly administered; provide objective conflict resolution services for students, staff and faculty; ensure compliance with community college, State and Federal laws and guidelines including applicable sections of the Education Code, Title 5, Office of Civil Rights guidelines, Title IX and District policies and procedures.
6. In collaboration with other student services managers, develop and prepare Program Resource and Planning (PRPP) reports for student services; direct and participate in the preparation and maintenance of a variety of records, reports and files related to assigned activities; ensure that mandated reports are submitted to appropriate local, State and Federal agencies according to established time lines.

KEY DUTIES AND RESPONSIBILITIES – Continued

7. Ensure the successful planning and execution of events for the SRJC Petaluma campus.
8. Collaborate with Vice Presidents and appropriate Deans related to enrollment management and campus-wide initiatives and events.
9. Serve as the direct manager for the several offices and functions including but not limited to Student Life and Engagement and Student Success Program, and welcome and onboarding services; ensure the provision of other services and programs, including but not limited to the Intercultural Center, student support programs, and Petaluma career hub services; supervise and evaluate the performance of assigned management, and classified staff.
10. Participate in District-wide management of student services through appropriate committees and task forces; oversee implementation of district-wide student services initiatives at SRJC Petaluma; oversee Student Success and Student Equity initiatives at SRJC Petaluma.
11. Provide consultation and technical expertise to faculty, staff, students and external agencies and others concerning student services operations and activities; respond to inquiries, resolve issues and provide detailed and technical information concerning student services standards, requirements, practices, schedules, strategies, plans, goals, objectives, laws, codes, regulations, policies and procedures.
12. Coordinate programs, services and communications between personnel, administrators, departments, programs, educational institutions, businesses, outside agencies, governmental organizations, students and the public; establish and maintain partnerships in support of student services activities.
13. Coordinate, develop, implement and conduct training and professional development activities and orientations concerning assigned student services.
14. Participate in the development and preparation of the budgets for student services operations, activities and programs; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations; review, evaluate and authorize budget requests.
15. Ensure adequate resources and personnel to meet the needs of assigned programs and services; direct related procurement and purchasing functions; initiate personnel transactions such as hiring activities.

KNOWLEDGE OF:

1. Planning, organization and direction of student services operations, activities, departments and programs.
2. Current educational technologies, particularly related to student support services.
3. Techniques, theories, and strategies related to student development and assigned student services programs and departments.
4. Student conduct and Title IX regulations and applicable sections of the California Education Code.
5. Hiring and evaluation procedures and local, State and federal employment codes, laws and regulations.
6. Preparation of grant proposals, contract and subcontracts.
7. Interpreting and enforcing classified bargaining contracts.
8. Learning outcomes and program evaluation.
9. Educational trends, accreditation standards, and statewide initiatives.
10. Budget preparation and control.
11. Principles and practices of administration, supervision and training.
12. Applicable laws, codes, regulations, policies and procedures.

ABILITY TO:

1. Demonstrate sensitivity to, and respect for, a diverse population.
2. Provide effective leadership for campus student services.
3. Collaborate effectively with a wide diversity of students, faculty, staff, and community members.
4. Envision, plan, organize, manage and direct the student services operations, activities, departments and programs, and short- and long-term strategic student success initiatives.
5. Communicate effectively both orally and in writing.
6. Interpret, apply and explain rules, regulations, policies and procedures.
7. Establish and maintain cooperative and effective working relationships with others.
8. Direct the maintenance of a variety of reports, records and files related to assigned activities.
9. Lead and implement strategic planning.
10. Effectively train, supervise and evaluate assigned staff.
11. Create systems that produce social and educational equity for all students.
12. Work independently with little direction.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Master's Degree in higher education administration, student development, counseling or related discipline.

Experience:

Significant leadership experience in a higher education, especially with managing student services, equity, and retention programs.