

TITLE: Manager, Student Support Services

CLASSIFICATION: Management Team – Classified Supervisor

SALARY RANGE: 17

SCOPE OF POSITION:

Under the direction of the Director, Student Outreach, Onboarding & International Student Program, plan, organize, and manage the Welcome and Connect Center and Dream Centers; manage key resources of the District associated with welcoming and onboarding students, student persistence, and services for undocumented students; serves as lead Grievance Officer for the District; train, supervise and evaluate the performance of assigned 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. Coordinate key resources of the District associated with welcoming and onboarding services for new and returning students, student persistence, and services for undocumented students.
2. Assists prospective students and/or parents with questions, problems, etc., related to their campus visit experience and completion of admissions and financial aid applications.
3. Coordinate programs with emphasis in supporting disproportionately impacted populations; SRJC Ready summer program, First Year Peer Mentoring program, and student persistence workshops.
4. Manage staff and activities in areas related to supporting students with admission applications, oversight of student placements including guided self placements, financial aid and scholarship applications, and campus technology platforms.
5. Manage staff and activities related to the Dream Centers; manage resources and collaborate with organizations providing support for undocumented students; maintain and further develop partnerships with community agencies; respond to crisis situations related to Immigrations and Customs Enforcement (ICE) activity; develop and implement communication protocols, services, and programs that support the success of undocumented students.
6. Serve as the lead Grievance Officer for student complaints; provide objective conflict resolution services for students and District employees; ensure compliance with District, local, State and Federal laws and guidelines including applicable sections of the Education Code and Title 5.
7. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; ensure proper coverage of staff for office operations.
8. Provide technical expertise, information and assistance to the Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs; provide expertise, direction and implementation of new technology for the Welcome and Connect Center and Dream Centers.
9. Plan, organize and implement long and short-term programs and activities designed to develop assigned programs and services.
10. Direct the preparation and maintenance of narrative and statistical reports.
11. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.
12. Assist in developing and preparing the budget for the Welcome and Connect Center and Dream Centers; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.

KEY DUTIES AND RESPONSIBILITIES – Continued

13. Monitor changes in education code, regulations and technology that may affect District or departmental operations; implement policy and procedural changes.

KNOWLEDGE OF:

1. Accreditation standards related to student placements and other student services.
2. Program review and evaluation processes.
3. Conflict mediation skills.
4. Budget preparation and control.
5. Oral and written communication skills.
6. Principles and practices of administration, supervision and training.
7. Interpersonal skills using tact, patience and courtesy.
8. Current educational technologies, particularly related to student support services.
9. Applicable laws, codes, regulations, policies and procedures.

ABILITY TO:

1. Demonstrate sensitivity to, and respect for, a diverse population.
2. Collaborate effectively with a wide diversity of students, faculty, staff, and community members.
3. Train, supervise and evaluate the performance of assigned staff.
4. Communicate effectively both orally and in writing.
5. Interpret State and federal laws and regulations; ability to apply and explain rules, regulations, policies and procedures.
6. Establish and maintain cooperative and effective working relationships with others.
7. Operate a computer and assigned office equipment.
8. Analyze situations accurately and adopt an effective course of action.
9. Learn and apply new technologies.
10. Meet schedules and time lines.
11. Work independently with little direction.
12. Plan and organize work.
13. Direct the maintenance of a variety of reports, records and files related to assigned activities.

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:

Bachelor's degree.

Experience:

Increasingly responsible leadership experience in student services. Experience in supporting students with onboarding, persistence, and conflict mediation.