

**TITLE: Manager, Student Support Services, SRJC Petaluma**

**CLASSIFICATION: Management Team – Classified Supervisor**

**SALARY RANGE: 10**

**SCOPE OF POSITION:**

Under general direction of the Director, Student Engagement and Support Services, SRJC Petaluma, and in coordination with District managers, responsible for management of Petaluma's Intercultural Center, student support programs, and Career Hub services, coordinating District off campus housing and student transportation services, as well as coordinating and executing events for the campus, overseeing student center operations, and assisting with Student Life and Student Success efforts.

**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. Serve as manager for several offices and functions including but not limited to the Intercultural Center and aligned student support programs, and Career Hub services in Petaluma.
2. Oversee the student off-campus housing assistance program, the student public transportation program, and the student identification system for the District.
3. Support the staffing and operations of the Petaluma student center.
4. Serve on Student Services Management team at Petaluma, as well as Petaluma Leadership Council, assisting in management of the campus.
5. Provide Student Services project management oversight.
6. Serve as Ombudsperson for the Petaluma Campus; provide mediation for students, staff and faculty.
7. Lead in the coordination of campus events and activities; assess risk factors for large events; direct procedures for demonstrations, freedom of speech occurrences and solicitation on the Petaluma Campus; secure liability insurance with Finance and Administrative Services for large events and activities.
8. Enhance effectiveness of programs and services and ensure that activities comply with District policies and applicable laws, rules and regulations; lead the development of promotional materials; collaborate with departments to plan and implement promotional strategies.
9. Supervise, train and evaluate the performance of assigned staff including classified and student employees; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
10. Monitor and analyze assigned areas for educational and financial effectiveness; manage payroll and timesheets for assigned areas.
11. Provide technical information and assistance to the Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
12. Prepare and maintain narrative and statistical reports and records related to personnel and assigned activities; direct the collection of data for the Program Resource and Planning Process (PRPP).
13. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.
14. Manage the development and monitoring of assigned budgets and categorical funds; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.
15. Attend and participate in meetings and trainings; serve on assigned committees.

**KNOWLEDGE OF:**

1. Family Educational Rights and Privacy Act (FERPA), Brown Act, Civil Rights notice and Ombudsperson and Parliamentary procedures.
2. Applicable Education codes, State and Federal laws and regulations and District policies and procedures related to assigned activities.
3. Emerging educational trends and practices.
4. California Student Success Act and District Student Equity Plan.
5. Oral and written communication skills.
6. Interpersonal skills using tact, patience and courtesy.
7. Principles and practices of supervision and training.

**ABILITY TO:**

1. Create systems that produce social and educational equity for students.
2. Direct communications, information and resources.
3. Coordinate risk factors for large events including demonstrations and freedom of speech.
4. Mediate conflict resolution.
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. Operate a computer and assigned office equipment.
9. Analyze situations accurately and adopt an effective course of action.
10. Meet schedules and timelines.
11. Work independently with little direction.
12. Plan and organize work.
13. Maintain records and files.
14. Prepare comprehensive narrative and statistical reports.
15. Train, supervise and evaluate the performance of assigned staff.
16. Demonstrate sensitivity to, and respect for, a diverse population.

**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 in a related field.

*Experience:*

Increasingly responsible experience coordinating educational and social activities, and/or in student government or student activities.

**PHYSICAL REQUIREMENTS:**

Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50lbs. unassisted), bending, standing, climbing, crawling or walking.