

**TITLE: Manager, Student Support Services**

**CLASSIFICATION: Management Team – Classified Supervisor**

**SALARY RANGE: 17**

**SCOPE OF POSITION:**

Under the direction of the Senior Dean of Students, plan, organize, and manage assigned Student Services programs that support the onboarding, retention, and success of students; serves as lead Ombudsperson for the District; coordinate services related to conduct diversion and mediation; 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. Manage and coordinate key resources of the District associated with supporting the onboarding, retention, and success of students, including but not limited to, services that support student communication, transportation, identification, and access to food services, bookstore services, and other supplies.
2. Serve as the lead for student complaints; provide objective conflict resolution and mediation 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.
3. Support the development and implementation of student conduct diversion programs related to restorative practices, conflict mediation, and other non-punitive resolutions.
4. Serve as liaison between the District and all Auxiliary groups including the Bookstores, Food Services, and Vending; coordinate communications and meetings to ensure the timely and appropriate delivery of Auxiliary Services.
5. Support Bertolini Student Center operations related to aesthetics, service delivery, facilities, and special projects.
6. Provide administrative oversight of the student identification card operation in collaboration with other District sites.
7. Manage programs related to communication with students using social media and other mediums.
8. Provide administrative oversight of student transportation programs in collaboration with other District sites.
9. Train, supervise and evaluate the performance of assigned staff.
10. Provide technical expertise, information and assistance to the Senior Dean 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.
11. Plan, organize and implement long and short-term programs and activities designed to develop assigned programs and services as related to the onboarding, retention, and success of students.
12. Direct the preparation and maintenance of narrative and statistical reports.
13. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.
14. Analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.
15. 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 timelines.
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 resolution and mediation.