



Position: Dean of Student Affairs	Position Number:
Department/Site: Student Affairs	FLSA: Exempt - Administrative (Classified Administrator or Educational Administrator)
Reports to: Vice President of Student Affairs or assigned administrator	Salary Range: III

DEFINITION

Under administrative direction, plans, organizes, controls, and provides direction and oversight for student support operations, activities, programs, and services assigned, which may include: (1) Enrollment Services, which encompasses admissions and records, financial aid and scholarships, veteran services, and international student services, or (2) Student Success services, which encompass counseling, matriculation, career, transfer and job placement services, new student orientation, student assessment, and the implementation of related recommendations of the District's student success programs; oversees planning and program development in accordance with missions, goals, and objectives of the District and assigned area; coordinates assigned programs with other District divisions, officials, outside agencies, and the public; fosters cooperative working relationships among District divisions and with various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Student Affairs in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President of Student Affairs. Exercises general direction and supervision over faculty, and professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a senior management classification that oversees, controls, and directs all enrollment, student support, and student success programs, services, and activities of the assigned area of responsibility, including short- and long-term planning and program development, and administration of area policies, procedures, and programs. This classification provides assistance to the Vice President of Student Affairs in a variety of administrative, management, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. The incumbent is accountable for accomplishing area planning, goals, and objectives and for furthering District goals and objectives within general policy guidelines. This classification is distinguished from the Vice President of Student Affairs in that the latter oversees and provides leadership for all Student Affairs programs and activities and is responsible for achieving strategic objectives related to the District wide programs, support services, and operations.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

- Assumes senior management responsibility for assigned enrollment, student support, and student success programs, services, and activities, which may include admissions and registration, student records, related enrollment, attendance, and graduation functions, student financial aid programs, veteran services, counseling, matriculation, career, transfer, and job placement services, student assessment, or new student orientation.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the assigned area of responsibility; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages, develops, and administers the annual budget for the assigned area of responsibility; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs area personnel; evaluates and reviews work for acceptability and conformance with District and area standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Oversees the overall quality of assigned services by developing, reviewing, and implementing policies and procedures to meet legal and regulatory requirements, educational standards, privacy and confidentiality standards, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Reviews and approves special petitions and serves as resource regarding variances and exceptions.
- Directs the maintenance of high school, college, and university articulation agreements; plans, organizes, controls, and directs activities to provide advice, support, and assistance to students in enrolling at the District and applying and transferring to universities; coordinates and directs services to facilitate student understanding of high school to District enrollment and District to university transfer processes.
- Participates with college leadership in strategic and organizational planning processes to increase college completion, graduation, transfer, and other measures of student success.
- Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning area operations and activities; provides detailed and technical information concerning programs and services.
- Coordinates assigned programs, services, and communications between administrators, faculty, staff, other areas and divisions, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of assigned activities.
- Oversees and participates in conducting a variety of analytical and operational studies regarding programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Attends and participates in professional group meetings and various District committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment.
- Directs and facilitates the preparation and maintenance of a variety of records and files.
- Monitors changes in laws, regulations, and technology that may affect District operations; implements policy and procedural changes as required.

When performing Enrollment Services:

- Plans, organizes, controls, and directs the registration of District students; directs the review and processing of student enrollment applications; ensures proper, timely, smooth, and, efficient registration processes, including proper verification of residency, immigration status, and other student information; ensures compliance with mandatory federal immigration reporting requirements.
- Directs and oversees the District's enrollment management functions related to student attendance accounting, grade collection, provision of degrees and certificates in accordance with established standards and requirements.
- Serves as key point of contact for federal regulations and compliance regarding Title IV, Higher Education Act, and veterans services provisions; prepares for and responds to external and internal audits related to financial aid programs.
- Plans, organizes, controls, and directs the maintenance of permanent student records and files including enrollment, attendance, admissions, and application information.
- Performs related duties as assigned.

When performing Student Success Services:

- Monitors and analyzes counseling programs and services for educational and operational efficiencies; directs and participates in compiling, assembling, and analyzing student outcome information.
- Collaborates with administrators in the development and implementation of District enrollment, graduation, and transfer goals, objectives, strategies, and activities; plans, organizes, and directs outreach functions to enhance transfer rates of underrepresented students to four-year universities.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President of Student Affairs.
- Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

QUALIFICATIONS**Knowledge of:**

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic, and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, and techniques of financial aid programs and services.
- Curriculum standards, requirements, assessments, and counseling and advising techniques and strategies related to assigned functions, programs, and services.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, socio-economic, and ethnic groups.

Ability to:

- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.

- Be a fair--minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Recruit, select, supervise, and evaluate employees.
- Effectively administer a variety of programs, projects, and administrative activities as assigned.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Conduct effective negotiations and effectively represent the area of responsibility in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Understand and appropriately apply scope of authority in making independent decisions.

Education and Experience:

- Master's degree from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education, and
- Three (3) years of formal training, internship, or leadership experience in student services or student affairs.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.