

**DIRECTOR OF STUDENT PROGRAMS AND SERVICES
(Counseling, Matriculation, Career/Transfer Center and Articulation)**

DEFINITION

Under general supervision, the Director of Student Programs and Services (Counseling, Matriculation, Career/Transfer Center and Articulation) is responsible for managing the planning, operations and evaluation of various student services programs. Primary duties will include budget monitoring, staff supervision and evaluation and strategic planning.

DUTIES AND RESPONSIBILITIES

Essential duties may include, but are not limited to, the following:

Supervise, monitor and implement the college-wide assessment program.

Monitor the budgets associated with offices and activities in the area of student services.

Hire, supervise and evaluate classified staff and students.

Serve as leader for one or more cross-functional teams by facilitating the efforts of the team to resolve operational issues related to the area of student services.

Maintain timely and accurate reporting to District, State and federal offices.

Exercise leadership in the use of modern techniques of quality management to continuously improve the operations of areas under the supervision of the Director.

Maintain current knowledge of procedures, regulations and laws related to areas under the supervision of this position.

Understand and interpret collective bargaining contracts and labor laws related to the areas under supervision.

Understand student's rights and responsibilities as outlined by education code and other applicable regulations.

Confer with individual students to help resolve problems associated with their academic success.

Authorize expenditures related to the operation of areas and activities under the Director's supervision.

Chair or serve on college committees.

Determine students needs for appropriate services and resources.

Disseminate information on programs and services under the Director's supervision.

Collect, analyze and disseminate reports on the outcomes of various student programs and services.

REPORTING RELATIONSHIPS

The director of Student Programs and Services (Counseling, Matriculation, Career/Transfer Center and Articulation) reports to the Assistant Dean of Student Services.

MINIMUM QUALIFICATIONS

Education

Possession of a master's degree from an accredited institution in counseling, rehabilitation counseling, clinical psychology, counseling psychology, guidance counseling, education counseling, social work, career development or California license in marriage, family and child counseling, or the equivalent.

Experience

Two years work experience in student services.

One year work experience in a management position.

Experience with the administration, validation and interpretation of assessment instruments designed to measure academic skills, learning styles and vocational proficiencies.

Demonstrated sensitivity to, and ability to work with, diverse racial, ethnic, gender, disabled, and cultural populations.

Ability to:

Communicate effectively orally and in writing.

Ability to develop, implement and manage budgets

Knowledge of:

Knowledge of the applicable Title 5 and Education Codes that govern the administration and operation of matriculation, counseling, transfer and articulation processes at California community colleges.

DESIRABLE QUALIFICATIONS

Experience in, knowledge of, or the ability to understand the following:

- Management of student services programs.
- Supervision and evaluation of personnel.
- Mission and goals of community colleges.
- Apply quality standards in seeking efficiency and effectiveness of operations.
- Use of technology to enhance the provision of counseling, matriculation, transfer, articulation and career services.
- Conduct basic research and perform appropriate planning activities.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is required to:

- Demonstrate sufficient vision to read all printed materials including computer screen and electronic

displays; demonstrate sufficient close and distant vision, depth perception, and ability to adjust focus to perform the essential duties of this position.

- Demonstrate sufficient hearing to conduct face-to-face and telephone conversations.
- Speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone, and when addressing groups.
- Demonstrates ability to transport self to places necessary to perform job, including enclosed areas of building and on even and uneven surfaces.
- Demonstrates the ability to occasionally lift and/or move up to 15 pounds.
- Demonstrates the physical, mental, and emotional stamina to perform the duties and responsibilities of the position.
- Demonstrates ability to input necessary data into computer terminal and/or create documents, reports, and press releases to perform the essential functions of this position.
- Demonstrates an ability to speak clearly and communicate with others.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working conditions are generally clean and quiet although occasional exposure to noise, dust, fumes will occur. A video display terminal, computer, FAX machine, telephone, and normal office equipment are used on a regular basis.