



SAN MATEO COUNTY
COMMUNITY COLLEGE DISTRICT

Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

DIRECTOR OF STUDENT SUPPORT

An Academic Supervisory Position (Exempt Status)
Grade 192 E

A. General Statement

Reporting to the Dean of Counseling/Advising and Matriculation, the Director is responsible for planning, developing, organizing, directing, and evaluating the EOPS/CARE, DSP&S, CalWORKS, Multicultural Center, TRiO, and other closely related programs and services in the Division. The Academic Manager work year consists of twelve (12) months.

B. Duties & Responsibilities

Duties and responsibilities include the following:

1. Supervises and evaluates full-time, part-time, and hourly staff for EOPS/CARE, DSP&S, and CalWORKS, Multicultural Center, TRiO and recommends personnel actions to the Dean
2. Plans and monitors program budgets; implements, tracks, and prepares reports on categorically-funded and College budgets
3. Leads and participates in the research, preparation, application for and follow-up procedures required for grants and other external sources of funding; prepares and submits reports to the District and funding, research and other resources
4. Functions as the designated ADA Coordinator; assists staff and students in solving accommodation and access issues;
5. Participates in the delivery of the Learning Center support services
6. Serves as liaison and conducts outreach activities with the campus and the community;
7. Develops and coordinates the preparation of a variety of print materials and electronic information
8. Participates in College planning as a member of the Management Council
9. Performs other duties as assigned.

C. Requirements

1. Possession of a Master's degree from an accredited institution OR possession of a California Community College Supervisor Credential OR the equivalent (see information below).
2. Completion of a minimum of six units of college-level coursework predominantly relating to ethnic minorities or persons handicapped by educational, language, or social disadvantages.
3. Two years experience (within the last four years) in one of the following fields: (1) in the management or administration of educational programs, community organizations, government programs, or private industry in which the applicant dealt predominantly with ethnic minorities or persons handicapped by language, social or economic disadvantages **OR** (2) as a community college EOPS counselor or EOPS instructor or have comparable experience in working with disadvantaged clientele **AND** (1) experience in instruction or counseling or both in a higher education program for students with disabilities, **OR** (2) administration of a program for students with disabilities in an institution of higher education **OR** (3)

teaching, counseling or administration in secondary education, working predominantly or exclusively in programs for students with disabilities **OR** (4) administrative or supervisory experience in industry, government, public agencies, the military, or private social welfare organizations, in which the responsibilities of the position were predominantly or exclusively related to persons with disabilities.

4. Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic and ethnic backgrounds of community college students, faculty, and staff.

D. Desirable Skills & Abilities

1. Working knowledge of categorically funded programs, regulations, and related policies and procedures;
2. Experience responding to federal, state, or granting agency rules, regulations, and compliance requirements;
3. Experience with program coordination;
4. Experience with or knowledge of evaluation and assessment processes, policies, and procedures;
5. Ability to collaboratively develop innovative programs and services;
6. Experience in or preparation to advise or teach, preferably in a community college setting;
7. Ability to create and foster a cooperative team approach;
8. Ability to handle complex details and deadlines.
9. Skills in effective verbal and written communication;
10. Ability to analyze data and prepare evaluative reports;
11. Experience in the use of a variety of computer software programs to access student records, and to prepare reports and other materials;
12. Ability to develop and maintain online and manual file systems;
13. Skill in and dedication to customer service;

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