



SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

VICE PRESIDENT OF STUDENT SERVICES

An Administrative Position (Exempt Status)

Grade AB

A. General Statement

Reporting directly to the College President, the Vice President of Student Services provides vision and administrative leadership for the College's Student Services programs, primarily focusing on improving student access and maximizing successful learning outcomes. The Vice President of Student Services functions in a senior administrative capacity, collaborating closely with the College President, the Vice President of Instruction and other College administrative staff to oversee the College's effectiveness in meeting students' needs.

B. Duties and Responsibilities

1. Plans, develops, coordinates, implements, and evaluates the College's Student Services programs to meet student needs. Among the programs included are: Enrollment Services (including Admissions & Records, Financial Aid and Scholarships, and Health Center), Counseling, Assessment, Matriculation, Career Services, Transfer Center, Articulation and Outreach Activities, EOPS/CARE, CalWORKS, DSPS, Workability III, Student Activities and Student Government, and extracurricular activities, including new student orientations and graduation.
2. Sets and pursues the vision for Student Services that focuses on student success, institutional effectiveness, and student life beyond the classroom.
3. Supervises and coordinates the fulfillment of Student Services goals within the strategic plan of the College.
4. Develops and negotiates partnerships with other educational institutions, corporations, businesses and community organizations and agencies.
5. Participates in District-wide student services program planning and review.
6. Develops and manages the Student Services budgets; and directs the development and implementation of selected externally funded initiatives.
7. Plans on both a short-and long-term basis for staffing levels in Student Service areas and ensures that those areas are proactive and sensitive in the hiring and retention of culturally diverse staff, faculty, and administrators.
8. Assists with the development of resource allocations for facilities, equipment, and technologies that support Student Services programs.
9. Directs implementation and enforcement and adjudication activities related to all policies, procedures and regulations of student conduct and student disciplinary action; ensure compliance and due process requirements established by public law and District Rules and Regulations.

10. Supervises, guides, and assesses activities related to articulation with secondary schools and matriculation activities within the College including the recruitment, admission, assessment, advisement and retention of students.
11. Represents the College to professional organizations, governance entities, community groups, and prospective donors and friends of the College.
12. Provides leadership in responding to accreditation standards and the Basic Skills Initiative.
13. Works collaboratively with construction management personnel on facilities projects.
14. Responsible to the President for implementing District Rules and Regulations, California Education Code and collective bargaining agreements as required.
15. Stimulates self-reflection and assessment, including Student Learning Outcomes (SLO's), which leads to ongoing improvement.
16. Coordinates and monitors Student Services program reviews.
17. Participates in local, regional and state activities to promote the San Mateo County Community College District and community college interests.
18. Participates in shared governance consultations and collaboration. Provides guidance to and receives advice from faculty, staff, and student organizations on matters relating to Student Services programs and services.
19. Collaborates with administrators in instructional divisions to develop mutually supportive and integrated student-centered models of instruction and student support.

C. Requirements

1. Master's or Doctoral degree from an accredited institution.
2. Minimum of three years of management experience in Student Services (five years of progressive management experience is preferred), preferably in an accredited institution of higher education.
3. Demonstrated experience in budget development and management.
4. Ability to communicate effectively and constructively with persons of diverse cultures, language groups, and abilities. Demonstrated sensitivity to and ability to work collaboratively with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty, and staff, including those with disabilities.

D. Physical/Other Requirements

This classification requires data comparison, analysis and interpretation; conceptualization; oral communication with small and large groups; persuasive communication; negotiation; confrontation; conflict resolution; coordinating work performed by others; tact, sensitivity, patience; flexibility and adaptability; good memory; attention to details; and prioritization in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Ability to function as an effective leader in the administration of a comprehensive community college student services program; expanding community outreach and improving student recruitment and retention.
2. Skill in serving as a visionary in finding ways to address the rapidly changing needs of students through new technology, programs, and services.
3. Knowledge of goals, policies, regulations and methods related to community outreach and student recruitment, enrollment services, assessment, retention, articulation, transfer, graduation, and discipline.
4. Knowledge of current theories on counseling and advising, including use of technology and multicultural issues that affect the design and delivery of student services.
5. Knowledge of institutional research models and methodologies.
6. Skill in respectful and sensitive communication with people who are diverse in their cultures, language groups and abilities; sensitivity to the value in and issues related to successfully serving a culturally diverse student population.
7. Skill in strategic planning and managing through change.

8. Knowledge of and/or experience with federal regulations, Title 5/Education Code, California regulatory agencies, accreditation, and collective bargaining.
9. Ability to motivate and encourage others to work constructively and cooperatively to achieve and sustain a student-centered environment.
10. Ability to promote and adhere to the principles of shared governance and to work effectively as part of an educational leadership team.
11. Skill in developing and managing budgets, including externally funded initiatives.
12. Skill in communicating effectively with students on a variety of issues, including those related to student conduct and discipline.

(3/2015)