ASSISTANT SUPERINTENDENT / VICE PRESIDENT, STUDENT SERVICES

DEFINITION:

The Assistant Superintendent/Vice President for Student Services (ASVPSS) reports directly to the Superintendent/President, and provides District-wide leadership, supervision and oversight for Student Services and student equity. The ASVPSS provides transformational leadership for the college's student services functions, working collaboratively with executive level leaders, administrators, faculty, and classified professionals to develop, implement and monitor innovative approaches to equitable student experiences.

The ASVPSS may serve as the Superintendent/President's designee of the district in the absence of the Superintendent/President; supervises and evaluates the performance of assigned staff. The ASVPSS is the student services officer for the district.

Under direction of the Superintendent/President envision, plan, organize, coordinate, develop, direct, administer and evaluate supportive programs, services, resources, and activities for students; provide leadership and direction to administrators, faculty, academic and classified staff in all areas of student services.

DISTINGUISHING CHARACTERISTICS: This is an academic management position assigned to a comprehensive community college district with a wide variety of instructional and supportive programs, resources, and facilities. The incumbent reports directly to the Superintendent/President. The Assistant Superintendent/Vice President of Student Services provides leadership for academic and classified staff involved in the delivery and administration of the full range of comprehensive student services program for the college. The incumbent works closely with the Superintendent/President to facilitate achievement of goals and objectives consistent with district mission and goals, and formulates, develops and implements student services, systems, policies, standards and activities in compliance with a variety of federal, State, and local laws, regulations, policies and procedures, and Board of Trustees approved policies.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provides leadership ensuring the College District offers a comprehensive array of student services including but not limited to providing leadership and direction in all areas of student services including Onboarding, Articulation, Admissions and Records, Counseling, Student Life and Engagement, Student Government, Outreach, Welcome Center, Student Conduct, Title IX, Financial Aid, Student Health Services, Extended Opportunities and Programs and Services (EOPS), CalWORKs, Next Up, Disabled Student Programs and Services, Student Basic Needs and Success, Veterans Services, Dual Enrollment, Career and Transfer Center, Guided Pathways efforts, Student Equity and Achievement.
- Provides leadership and support to the San Benito County Campus in areas related to Student Services.
- Chair or co-chair various college committees and councils; represent the college in the community; serve as needed on statewide committees and in professional organizations.
- Participates in and supervises the preparation and recommendation of detailed budgets, with cost estimates, for functions supervised. Establishes and maintains budgetary control of

functions supervised.

- Provide direction and leadership to all administrators, faculty, and classified staff assigned to student services functions, programs, operations, and activities on an assigned college campus.
- Develop, update, and implement policies and procedures, guidelines, standards, and outcomes to assure that students are afforded optimum supportive services while pursuing academic and vocational fields of study.
- Serve as a member of the Superintendent/President's Executive Cabinet team and participate in establishing and achieving institutional goals in accordance with the district's educational master plan; direct the development of short- and long-range plans for all student services functions in coordination with the leadership of other district entities.
  Contributes administrative leadership to strategic planning and enrollment management to improve the Student Services programs.
  Provides leadership in implementing and utilizing technology to enhance Student Services programs and services.
- Provide direct supervision and direction to Admissions & Records, Financial Aid, and Educational Partnership Departments.
- Direct and oversee dual enrollment registration processes, including collaborating with Academic Affairs in the oversight for CCAP and concurrent enrollment offerings. Oversee the collaboration with local high school districts.
- Provide input on collective bargaining and contract administration activities; may serve on the district's negotiating team with unions; maintain confidentiality regarding issues related to negotiations and collective bargaining matters; ensure compliance with labor union contracts; and address faculty and classified confidential grievances.
- Supervises the preparation for and production of annual commencement exercises.
- Leads and collaborates with college instructional/non instructional leadership to ensure Guided Pathways is institutionalized into the college; as well as plays a major role in accreditation reaffirmation.
- Confer with district administrators and others regarding management issues involving student services and programs of the district including recommendations for new or revised policies and procedures; assure that all areas of student services interface effectively and are appropriately integrated with the instructional program.
- Coordinate the student services program review activities to maintain continuous evaluation of student services programs and services. Work closely with academic staff to develop, modify, and enhance student services; review and evaluate existing programs and promote expansion of services to meet the diverse needs of community college students including new, transfer, re-entry and high school advanced placement students.
- Provides leadership for directing college-wide activities related to student due-process judicial proceedings, including, but not limited to, writing appropriate policies and procedures, and conducting investigations and hearings on student judicial matters. Serve as the Superintendent/President's designee for student discipline and related policies as appropriate.
- Represent the district to local, State, and federal governmental bodies and agencies involved in providing benefits, resources, services, and programs for community college students; when requested, represent the district to the community including other educational institutions, business interests and service organizations.
- Assure compliance with all applicable laws, rules, regulations, and restrictions related to assigned student supportive services, programs, and activities; assure that the highest legal

and ethical standards are maintained and clearly communicated to subordinate personnel.

- Direct the efforts and activities of assigned committees, task forces and work groups; delegate responsibility to subordinates for representing the district's interests in the local community and at State or national meetings; review and evaluate information, factual summaries and recommendations from work groups and team leaders.
- Work collaboratively with classified staff, faculty, and administrators in developing the college catalog and student handbook.
- Coordinates the preparation of the annual budget for the Student Services component of the College and is responsible for the Office of Student Services and program budgets; assure that human and financial resources are allocated efficiently and effectively; direct the timely and accurate preparation of records, reports, summaries and projections of data related to student participation, funding and implementation of short- and long-range plans; assists in the preparation of the District budget.
- Research and submit and/or oversee research and submission of grant applications/proposals, as appropriate, to augment resources for District student services.
- Attends Board meetings; makes presentations and prepares and reviews items submitted by student services managers for consideration by the Board of Trustees.
- Serve as coordinator of off-campus education sites as assigned.
- Select, assign, orient, train, supervise, counsel, discipline and annually evaluate the performance of direct subordinates; delegate the responsibility for supervision of indirect subordinates to subordinate supervisors to assure efficient and effective performance; develop expectations for performance and standards of excellence.
- Support College activities and special events through attendance and/or participation.
- Review legislation affecting college student affairs and advise Superintendent/President.
- Oversee the preparation of materials and reports related to Student Services for the Board of Trustees including Board Agenda items.

ASSISTANT SUPERINTENDENT DUTIES

- Serve as acting Superintendent/President during the Superintendent/President's routine absence from the district.
- Oversee district areas and projects cross-functional between Student Services and Academic Affairs such as the Gilroy Early College Academy (GECA), Guided Pathways, and Dual Enrollment.
- Support the Superintendent/President leading and implementing new districtwide initiatives.
- May be assigned to serve as the District Representative on local community and statewide organizations, events, and meetings, and professional organizations outside of standard business hours by the Superintendent/President.
- Participate in professional development opportunities, and model continuous learning and improvement.
- Assist faculty in the development of advisory committees and provides guidance in working with advisory committees.
- Communicate effectively with District managers, faculty and other staff, external public agency representatives, private company representatives, and the general public to ascertain and meet District and community educational needs in accordance with District mission and goals.

- Maintain positive relationships with K-12 partners, regional higher educational institutions, and relevant California Community Colleges Chancellor's Office (CCCCO) personnel.
- Work closely with the Public Information Office to promote and market the programs and services within the division. Works collaboratively with the Office of Instruction, relevant programs, and faculty to establish partnerships and linkages to business, industry, and community organizations and other educational institutions.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles, theories, and practices of administration specifically related to the student services available at institutions of higher education.
- Development and implementation of a broad variety of student services and programs at a community college.
- Programs and services designed to foster the academic achievement of students including personal and academic counseling, tutorial services, assistance programs for students with disabilities, student activities and government, financial aid, veterans' affairs, and other programs.
- Demonstrated understanding of and experience with the assessment of student learning outcomes and service are outcomes.
- Knowledge and experience with accreditation requirements and processes; knowledge of program review cycles and experience with California Community College system and ensuring compliance with relevant regulations, legislation, and reporting requirements.
- Knowledge of mediation and/or conflict resolution strategies and methods; skill in mediating disputes between students, staff and students/parents and community representatives.
- Leading through a lens of equity and race consciousness.
- Working with college participatory governance groups in a collective bargaining environment.
- Principles and practices of leadership, management, and supervision.
- State Education Code sections, federal laws and regulations, and district policies related to student services and programs, including the Americans with Disabilities Act, educational benefits for veterans, financial aid, and other programs.
- Local, State, and federal laws governing a community college district.
- District organization, operations, and objectives.
- Budget administration for multi-faceted student services programs.
- General trends in academic, vocational, community and contract education.
- Needs, interests, and concerns of various groups of community college students.
- Oral and written communication skills.
- Interpersonal skills including tact, patience, and diplomacy.

Ability to:

- Provide leadership and direction to district administrators, faculty and classified staff assigned responsibility for student activities and government, tutorial services, financial aid, admissions and records, personal and academic counseling, Disabled Student Programs and Services, veterans affairs, and other student services areas.

- Select, assign, orient, train, supervise, counsel, discipline and evaluate the performance of direct subordinates.
- If chairing a committee, evaluate the performance of committee members and forward input to members' supervisors for consideration during the performance evaluation process.
- Plan, organize, direct, administer, review, and evaluate all student services programs, services, and activities.
- Analyze complex financial, statistical, and narrative data regarding the college's student services.
- Maintain current knowledge of supportive programs and services for various constituencies within the college community.
- Assure compliance with local, State, and federal laws related to the provision of student services on a community college campus.
- Direct the effective interface and integration of student services and programs.
- Develop, implement, and promote innovative student services and supportive learning resources as an integral part of the instructional program.
- Communicate effectively both orally and in writing.
- Establish and maintain effective and cooperative working relationships with others.
- Delegate authority and responsibility to subordinates effectively.
- Relate effectively to people of varied academic, cultural, and socio-economic background using tact, diplomacy, and courtesy.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

- Master's degree in education, public administration, counseling, or related field.
- At least five years of increasingly responsible experience in managing student services activities at an educational institution.
- Demonstrated cultural humility, sensitivity to and understand of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

OTHER REQUIREMENTS: A valid California driver's license.

WORKING CONDITIONS: Duties are primarily performed in an office environment at a desk or computer terminal. Incumbents are subject to frequent interruptions and contact in person and on the telephone with executive, management, supervisory, academic, and classified staff, and the general public. Frequently must travel to other offices or locations to attend meetings or conduct work.

PHYSICAL DEMANDS: Typically, must sit for long periods, use hands and fingers to operate a computer keyboard, see clearly to read normal and fine print, speak clearly and distinctly to provide information in person or on the telephone, hear and understand voices over telephone and in person, and regularly lift, carry and/or move office objects.

DRAFT