



## VICE PRESIDENT OF STUDENT SERVICES/ASSISTANT SUPERINTENDENT

Classification: Educational Administrator  
Salary Range: 1

Retirement Type: STRS\*  
Revised/Board Approval: June 17, 2024

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### **KEY ROLES/RESPONSIBILITIES**

Exercise overall leadership of the Student Services Area providing functional supervision over assigned Divisions and positions. Provide vision and leadership to develop, organize and implement the Area's and Divisions' goals and objectives; plan, develop, organize schedule, direct, improve and evaluate the area's programs, services, and activities; and provide oversight, development, and coordination of all elements of the Student Services Area, including student access, recruitment, retention, success, safety, and completion.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the College; lead by example; actively participate in and support College-wide participatory governance components and activities and other collaborative processes; encourage professional excellence among the staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation. Recommend Student Services Area and Division personnel actions to the Superintendent/President and relevant agenda items for the Board of Trustees. Serve as the Board's designee on matters related to areas of responsibility. Represent the Superintendent/President, the Board, and the College on Student Services matters and promote partnerships with local businesses and the community.

### **SUPERVISION RECEIVED AND EXERCISED**

- Receive executive direction from the Superintendent/President.
- Supervise and evaluate the performance of assigned staff, interview and select employees; recommend promotions, transfers, reassignment, termination, and disciplinary actions to the Superintendent/President.
- Review and recommend staffing patterns, approve goals and performance objectives for assigned personnel.
- Provide consistent direction in administering the collective bargaining agreements with faculty and classified employees; understand and interpret agreements for faculty and staff.
- Foster a culture of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, disabilities, and ethnic backgrounds of community college students, faculty, and staff.

## **REPRESENTATIVE DUTIES**

*The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

### **I. LEADERSHIP**

1. Lead, direct, and approve the planning, development, organizing, scheduling, direction, performance, and evaluation of programs and services of assigned departments. Lead and manage change within the Student Services Area and across the College as directed.
2. Demonstrate effective leadership in long-range planning and program review activities and resource development. Promote transparency within and among Areas, Divisions, and Departments of the College.
3. Participate actively in the life of the College, including governance processes and initiatives by serving on or leading College committees, workgroups, task forces, and councils as assigned.
4. Strengthen quality educational and support services to promote and empower student learning, success, and self-advocacy. Provide overall supervision of the preparation and implementation of the Area's budget.
5. Provide vision, leadership, and advocacy to enhance innovation and participation in issues related to areas of assignment to ensure student success; communicate changing expectations, trends and needs of educational preparation effectively to college personnel.
6. Support student learning using a variety of effective instructional methods, educational technologies, and college resources.
7. Demonstrate full accountability for effective and efficient utilization of resources. Identify opportunities for improvement and implement actions to strengthen services to students and the campus community.
8. Support and promote College initiatives including Diversity, Equity, Inclusion, Accessibility and Anti-racism.
9. Serve as Campus Security Authority (CSA) for Clery Act reporting requirements. Maintain up-to-date certification for CSA status.

### **II. FUNCTIONAL RESPONSIBILITIES: STUDENT LIFE**

1. Plan, organize, and supervise the personnel and activities of student life, student government, student leadership activities, student discipline, student clubs and organizations, and student equity.
2. Provide leadership and guidance to all aspects of the student governance process including parliamentary procedure, committee appointments, the review and change management of the constitution and by-laws, and goal development and communications; assist leadership in the planning and execution of overnight leadership retreats.
3. Develop and implement holistic student support structures and systems within a Guided Pathways Framework.
4. Serve as advisor to and supervise all aspects of Student Life, including student fundraising efforts, student activities and the Inter-Club Council; oversee and assist in developing a wide variety of activities, events and programs designed for the social, cultural, and instructional development of students.

5. Coordinate program activities, events and special activities with other student services functions and instructional programs; serve on College committees, task forces and other work groups; provide technical expertise concerning the College's Student Life and Student Equity Programs.
6. Supervise the preparation and implementation of the Area's budget.

**FUNCTIONAL RESPONSIBILITIES: STUDENT CONDUCT**

1. Provide leadership over, monitor, and adjudicate student discipline; adjudicate student discipline hearings and appeals when there is a violation of the student code of conduct; review judicial complaints for violations, review information surrounding alleged violations, and determine appropriate sanctions.
2. Serve as the judicial officer for the college to conduct disciplinary meetings and determine whether a student has violated the College's Standards of Student Conduct; supervise the process of discipline reports; meet with students; gather data and determine findings.
3. Work closely with the Title IX investigator and Title IX officer once a case rises to the level of a conduct issue.

**FUNCTIONAL RESPONSIBILITIES: STUDENT EQUITY**

1. Provide technical information and assistance to students, staff, faculty, administrators, and others concerning the Student Equity Program requirements, interpret policies and regulations and determine appropriate courses of action in unusual and complex circumstances.
2. Provide information and assistance to students regarding campus life, student equity and student activities; assist students in learning and adhering to College policies and procedures to ensure students' success.
3. Ensure that programs, services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disabilities, and ethnic backgrounds of community college students, faculty, and staff.
4. Ensure that appropriate Section 504 accommodations under the Americans with Disabilities Act (ADA) are made available on a timely basis.

**III. RELATIONSHIPS**

1. Develop, support, and enhance partnerships with schools, colleges, universities, businesses, and community-based organizations to respond to the educational, workforce training, and economic development needs of the community.
2. Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.
3. Work closely with Academic Affairs and other College Areas, Divisions, and Departments to foster and facilitate a seamless student experience and increase student success.
4. Work cooperatively and communicate effectively with student services personnel, College administrators and staff, representatives of State and federal agencies, educational institutions, social service organizations, counselors, and others to coordinate and implement Student Life programs and activities, including student equity, and provide information to others.
5. Organize and attend a variety of administrative and staff meetings related to strategic planning, budget, advisory committees, and other activities; participate in consultation, shared governance, and appropriate advisory committee meetings. Chair committees as assigned.

6. Attend workshops and professional conferences for programs planning and development; serve on a variety of campus, community, and state committees; and meet with representatives of business, industry, and local government as appropriate.
7. Participate as an active member of the Superintendent/President's management team.

#### **IV. ORGANIZATION MANAGEMENT**

1. Provide executive level support and guidance to the College Superintendent/President in developing and implementing college-wide strategic plans, goals, objectives, policies, and priorities.
2. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned programs. Strengthen processes, programs, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Develop and implement an organizational structure that maximizes utilization of resources and ensures effective and efficient delivery of services.
3. Develop, prepare, submit, administer, monitor, and review annual program budgets for assigned area and divisions, including annual budget requests for equipment, supplies, and personnel.
4. Train, supervise and evaluate the performance of managerial, professional, operational, technical, and support personnel as assigned; delegate and review assignments and projects; evaluate work products and results, develop appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor employee performance on a regular basis and provide coaching for performance improvement and/or development as needed.
5. Work with Information Technology Services personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment and promote student success.
6. Perform other duties as assigned.

#### **MINIMUM QUALIFICATIONS**

**Education:** A Master's degree from an accredited college or university.

**Experience:** Three (3) years of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

#### **LICENSES AND OTHER REQUIREMENTS**

Valid California driver's license

(Note that for travel reimbursements, a valid California driver's license and successful completion of the District's Defensive Driver Training program is required.)

#### **DESIRED QUALIFICATIONS**

**Desirable Education:** An earned doctorate from an accredited college or university or a master's degree with emphasis on disciplines related to the Student Services Area.

**Desirable Experience:** Five (5) years of increasingly responsible experience at the senior management level in the leadership of student services divisions with emphasis in student enrollment, counseling, financial aid, and student programming; extensive supervisory experience; and demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural,

administrative leadership experience in the development, organization, and management of two or more student services programs, including at least one program area related to this assignment.

**Knowledge/Areas of Expertise: College Level**

- California Education Code, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters that affect the policies and practices of the College.
- Community college organization, operations, policies, and objectives, including specific policies and procedures of El Camino College covering the Area, Divisions, or Departments supervised.
- Current needs and interests of community college students.
- Effective conflict resolution and crisis management skills.
- Effective fiscal management strategies, including budget preparation and administration.
- Evaluation and statistical methodology for preparation of statistical research and reports.
- Financial reporting and record keeping.
- Computer systems and software applications related to areas of assignment, including capabilities and limitations. Modern office practices, procedures, and equipment. Operation of computer, peripherals, and software programs, including information systems, database management, spreadsheet, word processing and specialized software.
- Grant proposal writing and special funding resources.
- Marketing, promotion, and public relations techniques. Preparation, publication, and distribution of informational and promotional materials.
- Appropriate risk management strategies, safety precautions, and procedures.
- Principles and practices of effective training, supervision, and performance evaluation.
- Principles of business administration, management, marketing, and record keeping.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.

**Knowledge/Areas of Expertise: Job Level**

- California Community College Student Equity and Achievement Program guidelines and regulations.
- Effective college counseling principles, practices, and office operations, including the Guided Pathways framework.
- Current research and best practices in student success and equity. Democratic leadership principles as applied to student governance. Development and coordination of a Student Equity Program at a community college.
- College policies and State and federal laws and regulations concerning student government and other student organizations and activities on a community college campus, including the California Brown Act Law, Title IX as it relates to student conduct, and Section 504 of the Americans with Disabilities Act (ADA) as it relates to students.
- Federal laws and regulations and other legal parameters that affect the policies and practices of student success and equity of the College.
- Grant proposal writing and special funding resources.
- Comprehensive knowledge of effective enrollment management strategies and how they inform student success.
- Preparation, publication, and distribution of informational and promotional materials for student recruitment and enrollment.
- Principles and procedures of community college student life programs and services.
- Effective utilization of program review, student learning outcomes, and program evaluation processes.
- Effective use of Robert's Rules of Order.

**Abilities/Skills: College Level**

- Work independently with minimum administrative oversight and direction.
- Utilize effective leadership, counseling, and modeling skills.
- Utilize effective interpersonal skills including tact, patience, diplomacy, and courtesy.
- Utilize effective planning and organizational skills.
- Utilize effective conflict resolution skills.
- Prepare analytical reports, proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies.
- Prepare and administer complex budgets for assigned program areas.
- Work effectively within a unionized environment.
- Utilize effective oral and written communication skills, including business letter writing, report preparation, and public speaking. Utilization of correct English usage, composition, grammar, spelling, punctuation, and vocabulary.
- Prepare and present oral and written reports and recommendations.
- Prepare effective letters, press releases and promotional materials.
- Use automated systems to maintain records, collect data, and generate reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement effective solutions in support of goals.
- Read, understand, interpret, and apply technical and legal information.
- Relate effectively to people of varied academic, cultural, and socio-economic background using tact, diplomacy, and courtesy.
- Assist in related research and evaluation.
- Chair and participate in a variety of college committees and work groups.
- Collect, compile, and analyze data.
- Encourage professional excellence among employees and promote an organizational culture of customer service, teamwork, and innovation.
- Communicate clearly, concisely, and effectively, both orally and in writing, with diverse constituencies within and outside of the College. Ability to prepare and deliver effective presentations.
- Work effectively with others to build consensus and achieve common goals.
- Demonstrate sensitivity to, respect for, and understanding of a diverse population and their academic, socioeconomic, cultural, physically challenged, and ethnic backgrounds.
- Establish and maintain cooperative and effective working relationships with a wide diversity of students, faculty, staff, and community members in an atmosphere of collegial decision-making and demonstrated consensus-building skills.
- Respond promptly to requests and inquiries from the public.
- Train, lead, direct, supervise and evaluate the performance of assigned personnel.
- Effectively and collaboratively work in a complex college environment, as well as within a community college system.
- Understand, communicate, and enforce regulations effectively.
- Maintain confidentiality and act with discretion. Maintain the security of confidential materials.
- Listen effectively. Gain cooperation through discussion and persuasion.
- Interpret, apply, and explain applicable federal, State, and local laws, rules, regulations, policies, and procedures and apply them in a variety of procedural situations.
- Meet assigned schedules and timelines.
- Operate a variety of office equipment including a computer terminal. Use automated systems to maintain records, collect data, and generate reports.
- Provide leadership, guidance, and assistance to the functional and operational areas within the Area, Divisions, or Departments supervised.
- Observe legal and defensive driving practices when operating a motor vehicle.

**Abilities/Skills: Job Level**

- Plan, organize, coordinate, and direct a comprehensive student life program for a community college.
- Envision, develop, and maintain short and long-term strategic Student Equity initiatives. Create an equity-driven department that fosters the success of all students.
- Develop, implement, manage, monitor, and evaluate the delivery of an effective student equity program.
- Assist in equity-related research and evaluation.
- Develop, implement, and evaluate the delivery of social, cultural, and instructional support programs, operations, services, and activities for students.
- Draft, edit and submit copy related to areas of assignment for college publications. Prepare effective letters, press releases and promotional materials.
- Counsel and advise students effectively.
- Instruct student leaders in the use of parliamentary procedures and the California Brown Act.
- Interview students to determine needs and qualifications.
- Maintain up-to-date knowledge of student life activities, events, and programs.
- Plan, organize, coordinate, execute or oversee large and small student functions and events.
- Provide leadership, guidance and assistance to various student groups and organizations including student government. Provide leadership on issues related to student equity.
- Work effectively with others to achieve common goals including student recruitment and retention.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

*The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully.*

**Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

**Work Environment**

Standard office setting. Duties are performed primarily in an office environment while sitting at a desk or computer workstation and involve frequent walking to campus meetings and visiting departments. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to assure health and comfort. Frequently involves working non-standard, evening, and weekend hours.

**Physical Demands**

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.

*\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.*