



**JOB TITLE: VICE PRESIDENT OF STUDENT SERVICES/
ASSISTANT SUPERINTENDENT**

Classification: Educational Administrator Retirement Type: STRS*
Salary Range: 1 Revised/Board Approved: October 17, 2022

BASIC FUNCTION:

Under the direction of the Superintendent/President, provide overall leadership in the development, direction and evaluation of all student services and other programs as assigned within the El Camino College District. Provide skilled, innovative, collaborative administration and leadership anticipating and managing matters that influence the student experience within a Guided Pathways framework and how student services integrates and interacts with the College as a whole. Responsible for creating, leading, coordinating, planning, organizing, directing, and assessing assigned College programs, services, and experiences designed to support student access, recruitment, retention, success, safety, and completion. Strategically use data to comprehensively assess the overall performance of all assigned areas and programs. Participate in policy and program reviews, implementation, and recommend changes. Work collaboratively with Academic Affairs, Administrative Services, Human Resources, Marketing and Communications, Office of Grants Development and Management, Institutional Research and Planning, and other areas of the College to lead and manage change in a comprehensive range of programs and services. Administer budgets; supervise and evaluate the performance of assigned personnel. Build and maintain effective partnerships with community-based organizations and other external agencies.

REPRESENTATIVE DUTIES:

Provide administrative support and guidance to the College President in developing and implementing college-wide strategic plans, goals, objectives, policies, and priorities.

Work closely with Academic Affairs to foster and facilitate a seamless student experience and increase student success.

Develop and implement holistic student support structures and systems within a Guided Pathways Framework.

Participate actively in the life of the College, the District, and participatory governance processes and initiatives by serving on or leading College and District-wide committees, workgroups, task forces, and councils.

Lead and direct employees in the development and application of programs and initiatives that promote student achievement and efficiency, productivity, and customer service in operational processes.

Promote, foster, and facilitate innovation in programs and services.

Work collaboratively with faculty, staff, students, and educational partners to plan and implement high quality, inclusive, programs reflective of the District's mission, goals, and values.

Provide overall leadership in planning, organizing, and directing student services, assure the effective and integrated operations of Student Services and other assigned programs. Identify key performance indicators, benchmark progress, and evaluate effectiveness of student services and other assigned programs.

Provide vision and leadership in evaluating service levels and overall impact of student services and other assigned programs on student access and success. Identify opportunities for improvement and implement actions to strengthen services to students and the community.

Provide leadership and direction to the South Bay Promise Program; evaluate the impact and success of the program on student access, retention, and success.

Provide overall leadership in planning, organizing, and directing comprehensive long-range planning, program review, institutional research, special projects coordination, and grant development.

Work collaboratively with Information Technology Services to identify implement, utilize, and direct the use of integrated systems (e.g., Customer Relationship Management (CRM), Student Information Systems (SIS) and Enterprise Resource Planning (ERP).

Provide guidance and administrative support to students; serve as liaison with the Associated Student Government; process student grievances.

Administer the area budget; recommend budget requests for each fiscal year to the Superintendent/President; assure expenditures are appropriate and within budget.

Supervise and evaluate the performance of assigned staff, interview and select employees; recommend transfers, reassignment, termination and disciplinary actions to the Superintendent/President; review and recommend staffing patterns.

May direct the operations of the Campus Police and/or other assigned programs; assure compliance with applicable State laws and regulations; lead/participate on related committees.

Assure accountability for categorical funding; provide for audit trails for categorical funds; assure the proper expenditures for meeting the purpose of the categorical programs.

Work collaboratively with the Office of Grants Development and Management to solicit and administer grants that foster and facilitate equitable access to education and other student-related programs and services for disproportionately impacted or underserved student populations.

Recommend agenda items for Board approval; attend regular meetings and closed sessions as requested; prepare Student Services board agenda items and supporting materials for the Superintendent/President; recommend new policies or amendments to existing policies to the Superintendent/President; prepare reports and provide information and data as requested.

Ensure compliance with state regulations and Education Code as well as board policies and procedures. Analyze and interpret pending or current legislation and/or funding impacting student services and/or other assigned programs; recommend policy changes as appropriate.

Perform other related duties as assigned.

JOB QUALIFICATIONS:Education and Experience:

Master's Degree from an accredited institution and three years increasingly responsible management experience related to the position.

OTHER QUALIFICATIONS:Knowledge/Areas of Expertise:

Doctorate preferred, but not required from an accredited institution.

Planning, organization and direction of the Student Services function.

Budget preparation and control.

Knowledge of effective enrollment management strategies and how they inform student success.

Proven ability to build and maintain effective partnerships with Academic Affairs and other areas across an institution of higher education.

Demonstrated experience in crisis management.

Demonstrated commitment to transparency, collegial consultation, and participatory governance.

Principles and practices of administration, supervision, and training.

Applicable laws, codes, regulations, policies, and procedures.

Interpersonal skills using tact, diplomacy, patience, and courtesy.

Operation of a computer and assigned software.

Experience working in a unionized environment.

Abilities/Skills:

Provide overall leadership in planning, organizing, and directing Student Services activities and functions.

Work effectively with a multi-cultural and diverse student, staff, and community population.

Supervise the administration of area budget(s).

Supervise and evaluate the performance of assigned staff.

Communicate effectively both orally and in writing.

Ability to implement communication strategies/plans to keep others informed.

Ability to build consensus.

Interpret, apply and explain rules, regulations, policies, and procedures.

Establish and maintain cooperative and effective working relationships with others.

Ability to solve problems and resolve conflicts.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and timelines.

Work independently with little direction.

Plan and organize work.

Prepare comprehensive narrative and statistical reports.

Direct the maintenance of a variety of records, documentation, reports, files, etc. related to assigned activities.

Ability to make effective presentations.

WORKING CONDITIONS

Office work environment.

Attendance at multiple meetings.

Extended periods of sitting.

Working hours will vary.

Will work some evenings or weekends.

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