



DEAN OF STUDENT SERVICES

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| Classification: | Educational Administrator |
| Salary Range: | 16 |
| Retirement Type: | STRS* |
| Board Approved/Revised: | November 18, 2025 |

KEY ROLES/RESPONSIBILITIES:

Under direction of the Vice President of Equity and Student Services, exercise overall leadership of critical programs, processes, and services assigned. Provide administrative supervision over assigned personnel. Provide vision and leadership to develop, organize, and implement the goals and objectives of the Student Services Area. Plan, develop, and organize, schedule, direct, improve, and evaluate programs, services, and activities. Oversee, develop, and coordinate institutional effectiveness and strategic initiatives.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the Student Services Area; lead by example; actively participate in and support College-wide shared governance components and activities and other collaborative processes; encourage professional excellence among assigned staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation.

SUPERVISION RECEIVED AND EXERCISED:

- Receive general direction from the Vice President of Equity and Student Services.
- Supervise, motivate, and evaluate the performance of assigned personnel; interview and select employees; recommend promotions, transfers, reassignment, termination, and disciplinary actions as needed.
- Review and recommend staffing patterns; approve goals and performance objectives for personnel.
- Provide consistent direction in administering the collective bargaining agreements with faculty and classified employees; understand and interpret agreements for faculty and staff as directed.
- Foster a culture of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds and disabilities 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 manage the planning, development, organization, scheduling, direction, performance, and evaluation of programs and services of assigned departments or services. Articulate a clear vision of assigned areas, including services, applications, and benefits provided. Lead and manage change within assigned departments and across the Student Services Area as directed.
2. Demonstrate effective leadership in long-range planning, program review, and resource development activities. Promote transparency within and among assigned departments.
3. Participate actively in the life of the College, including operational processes and initiatives, by serving on or leading College committees, workgroups, task forces, and councils as assigned.
4. Strengthen quality educational and student support services to promote and empower student learning, success, and self-advocacy. Prepare and implement the department's budget.

5. Provide vision and leadership by fostering a culture of innovation, collaboration, and continuous improvement by leveraging data to guide decision-making, drive institutional effectiveness, and ensure ongoing sustainability of the College.
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. Control and authorize expenditures in accordance with established guidelines. Measure and assess outcomes. 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: *College Level*

1. Serve as a key advisor to the Vice President on strategic matters related to assigned areas and other administrative concerns. Provide administrative guidance to the Vice President in developing and implementing strategic plans, goals, objectives, policies, and priorities.
2. Provide effective leadership and guidance over all aspects of the areas assigned, including resource planning, budgeting, tracking, and reporting. Provide technical expertise as directed.
3. Provide leadership over, monitor, and improve the delivery of student services throughout the areas assigned. Promote an effective work environment that supports high performance teamwork, continuous improvement, and ongoing sustainability of College resources.
4. Foster a culture of institutional effectiveness and fiscal integrity at the College to promote and empower student learning, success, and self-advocacy.
5. Participate in grievances, disciplinary meetings, legal matters, and other employment related activities within areas assigned. Be alert for and effectively manage trouble spots in assigned service areas.
6. Provide timely operational, technical, and financial information to the Vice President and other College administrators, as directed. Interpret routine policies and regulations and recommend appropriate courses of action in unusual and complex circumstances. Demonstrate effective stewardship through continuous monitoring and reporting of resource needs, deployment, and utilization.
7. Ensure that all programs, services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, racial, and ethnic backgrounds of community college students, faculty, and staff.

FUNCTIONAL RESPONSIBILITIES: *Job Level*

1. Provide leadership for program development and strategic initiatives. Work directly with a diverse faculty and staff to support student service delivery processes. Set priorities for resource needs. Provide program analysis and multi-year program plans. Participate in strategic and long-range planning for the College.
2. Direct student-related services or programs as directed by the Vice President, including grant-funded programs and special projects to support organizational objectives and community partners.
3. Confer with faculty regarding ideas for program improvement. Identify resources for development through grants and special projects, including fee-based training programs and noncredit programs.
4. Maintain current knowledge of new developments and innovations in community colleges and higher education. Recommend changes to maintain relevance of College programs and services to meet student and community needs.
5. Recommend student service policies as necessary for the College to properly implement programs and services.
6. Support the development of budgets across the Student Services Area. Manage financial resources consistent with College policies and sound financial management principles.
7. Work cooperatively with other administrators and supervisors to coordinate programs and services at all locations to meet student needs; work to resolve conflicts and issues.
8. Evaluate and approve requests for conference attendance, travel, supplies, staffing support, equipment orders, field trips, events, and student petitions or service requests. Ensure that faculty and staff requests align with the College's short-term and long-range goals and objectives.
9. Promote proper use and security of assigned facilities, space allocation, equipment, technology licenses, and other District-owned resources. Ensure regular maintenance and updates to comply with health or safety regulations. Ensure student and staff safety through the management of effective maintenance of facilities in accordance with College and regulatory requirements.

10. Facilitate partnerships with administrators, faculty, and staff at feeder high schools and four-year transfer institutions.
11. Encourage excellence across the Student Services Area. Orient new faculty and staff as needed. Support staff development. Contribute to record-keeping for staff development accountability.
12. Analyze requests for personnel to meet short and long-term needs. Make recommendations to the Vice President as appropriate.
13. Evaluate direct reports. Organize committees for the evaluation and selection process and assure compliance with District personnel policies, procedures, and practices for the employment of faculty, staff, student workers, and other short-term hourly workers.

III. RELATIONSHIPS

1. Develop 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 other operational units within the Student Services Area and across the College to foster and facilitate a seamless student experience and increase student success.
4. Work cooperatively and communicate effectively with College personnel, representatives of State and Federal agencies, educational institutions, social service organizations, community representatives, and others to coordinate and implement student programs and services and provide information to others.
5. Organize and attend a variety of meetings related to strategic planning, budget, advisory committees, and other assigned activities; participate in consultation, shared governance, and appropriate advisory committee meetings. Chair committees as assigned.
6. Maintain and encourage effective communication with direct reports by holding regular team meetings. Provide timely information about issues, programs, services, and practices affecting the department, Area, or College.
7. Network with professional colleagues inside and outside of the College. Attend workshops and professional conferences to stay informed of new developments and technologies; serve on a variety of campus, community, and state committees; meet with representatives of business, industry, and local government as appropriate.
8. Participate as an active member of the Vice President's management team.

IV. ORGANIZATION MANAGEMENT

1. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned programs, processes, and services. Ensure compliance with the College's policies, procedures, and practices.
2. Strengthen processes, programs, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Establish priorities in conjunction with the College's comprehensive planning and budgeting guidelines. Develop and implement an organizational structure that maximizes utilization of resources and ensures effective and efficient delivery of student services.
3. Train, supervise, motivate, and evaluate the performance of personnel as assigned; recommend transfers, reassignment, termination, and disciplinary actions as needed; 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. Anticipate, prevent, and resolve conflicts under areas of supervision.
4. Plan for efficient and appropriate use and security of assigned facilities; assure compliance with health and safety regulations.
5. Work with Information Technology 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: Master's degree from an accredited college or university.

Experience: Two (2) years of formal training or leadership experience reasonably related to assigned areas.

DESIRED QUALIFICATIONS:

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.
- Comprehensive understanding of higher education principles and practices in community colleges, including the mission of the California Community Colleges.
- Community college organization, operations, policies, and objectives, including specific policies and procedures of El Camino College covering the departments or units supervised.
- Specific needs and interests of community college students.
- Principles of business administration, management, marketing, and record keeping.
- Effective organizational and management practices pertaining to the analysis and evaluation of projects, programs, policies, procedures, department performance metrics, and operational needs.
- Effective fiscal management strategies and financial reporting, including comprehensive understanding of budget concepts, principles, and record-keeping practices. Effective budget administration and control.
- Grant proposal writing and special funding resources applicable to the Student Services Area.
- Appropriate risk management strategies, safety precautions, and procedures.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
- Effective methods for conflict resolution and crisis management.
- Evaluation and statistical methodology for preparation of statistical research and reports.
- Effective marketing, promotion, and public relations techniques. Preparation, publication, and distribution of informational and promotional materials related to areas assigned.
- Effective written and oral communication skills. Effective interpersonal skills using tact, patience, and courtesy. Effective collaboration, communication, and consensus-building techniques.
- Effective needs assessment methods and project management practices. Effective data management, record-keeping, and reporting techniques. Understanding of key performance indicators, goals, and measurable objectives and how to implement them.
- Effective leadership, administration, organizational planning, supervision, training, and analysis techniques applied to the assigned area. Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- 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.
- Proficient level operation of a computer and assigned software, including proficient level use of common office software such as: Excel, Access, Word, Outlook, and PowerPoint.
- Technological advancements and their application to the assigned areas of responsibility.

Knowledge/Areas of Expertise: *Job Level*

- Higher education in community colleges, including the mission of the California Community Colleges.
- Relevant knowledge of legislation, policies, guidelines, requirements, and procedures for disciplines and programmatic areas across the Student Services Area including institutional effectiveness, program review, student assessment outcomes, and accreditation.
- Adult learning theory.
- Multiple methods of service delivery.

- Evaluation methods.
- Program and service development.
- Course articulation.
- Budget preparation and control.
- Principles and practices of administration, supervision, and training.
- District organization, operations, policies, and objectives.
- Utilize effective oral and written communication skills, including business letter writing, report preparation, and public speaking. Utilize appropriate English usage, composition, grammar, spelling, punctuation, and vocabulary.
- Policies and objectives of assigned areas, programs, and services.
- Effectively train, direct, supervise, motivate, and evaluate the performance of assigned staff. Facilitate effective staff meetings and group discussions and involve staff in idea generation, goal setting, and decision making.

Abilities/Skills: College Level

- Represent the College in a manner that reflects a positive image of services and support provided.
- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff. Relate effectively to people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- 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 consensus-building. Work effectively and collaboratively in a diverse college environment, as well as within a community college system.
- Establish and maintain cooperative and effective working relationships with others. Listen effectively. Communicate respectfully with people of diverse cultures, languages, abilities, etc. Work effectively with others to build consensus and gain cooperation through discussion and persuasion to achieve common goals.
- Provide effective customer service and end-user satisfaction. Respond promptly to requests and inquiries from the public. Effectively resolve complex problems.
- Work independently with limited administrative oversight and direction. Adhere to ethical principles and practices, consistently exercise good judgment, and make effective decisions. Demonstrate flexibility and creativity in accomplishing work and resolving problems.
- Maintain confidentiality and act with discretion. Maintain the security of confidential materials.
- Travel to meetings and events on and off campus as required. Observe legal and defensive driving practices when operating a motor vehicle on campus or on official business.
- Utilize effective planning and organizational skills. Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement effective solutions in support of goals.
- Chair and participate in a variety of committees and work groups as directed.
- Read, understand, interpret, and apply technical and legal information effectively. Analyze, interpret, communicate, and enforce applicable federal, state, and local laws, regulations, rules, policies, administrative data, and related materials. Interpret, apply, and explain rules, regulations, policies, and procedures.
- Collect, compile, and analyze data. Prepare comprehensive narrative and statistical reports. Prepare and maintain accurate and detailed records to uphold data integrity. Ensure stakeholders have access to accurate and reliable information. Prepare analytical reports, proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies as assigned.
- Operate a variety of office equipment including a computer. Use automated systems to maintain records, collect data, and generate reports.

Abilities/Skills: Job Level

- Plan, organize, develop, and evaluate the programs and activities of a College's student services division.
- Encourage the development and modification of services and programs to meet student and community needs.
- Communicate clearly, concisely, and effectively with diverse constituencies within and outside of the College, both orally and in writing. Prepare and present effective oral and written reports and materials as required. Prepare and deliver effective presentations as requested.
- Work effectively within a unionized environment.

- Work effectively with students, faculty, and staff from multi-cultural backgrounds. Promote access and equity.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and timelines. Effectively manage the stress of working under tight timelines.
- Plan and organize work.
- Work cooperatively and coordinate projects with others to offer effective services to students.
- Ability to understand the needs of the Area in the context of overall student services offered. Participate with the management team to set goals and priorities for the Area and College as a whole.
- Organize and chair meetings, lead workshops, facilitate group discussions, and involve faculty and staff in idea generation, goal setting, and decision-making.
- Organize multiple projects and carry out required project details throughout the year.
- Evaluate and support faculty and staff recommendations for program improvements or new program efforts.
- Develop grant or special project applications.

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

Duties are performed primarily in an indoor office environment while sitting at a desk or computer workstation. 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.*