



## PROGRAM DIRECTOR (TRIO–STUDENT SUPPORT SERVICES)

<b>Classification:</b>	Educational Administrator
<b>Salary Range:</b>	6
<b>Retirement Type:</b>	STRS*
<b>Board Approved/Revised:</b>	November 18, 2025

### KEY ROLES/RESPONSIBILITIES:

Under direction of an assigned administrator, oversee the TRiO – Student Support Services grant. Assist program participants from low-income, first-generation, or disabled students succeed in college by connecting them with appropriate services to develop their academic goals and select academic schedules. Oversee the primary functions of the TRiO program including personnel, career guidance for program participants, test preparation, student issues/problems, student leadership, tutoring, and study skills.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the assigned unit, department, and division; lead by example; actively participate in and support advisory groups, 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

**\*\*\* THIS POSITION IS CONTINGENT UPON EXTERNAL FEDERAL GRANT FUNDING \*\*\***

### SUPERVISION RECEIVED AND EXERCISED:

- Receive general direction from an assigned administrator.
- Supervise, motivate, and evaluate the performance of assigned personnel. Interview and select support personnel and consultants as needed; recommend reassignment or non- renewals to the assigned reporting level, as needed.
- Review and recommend support staffing as needed. Approve goals and performance objectives for personnel as appropriate.
- 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 the TRiO program. Articulate a clear vision of program, including services, applications, and benefits provided. Lead and manage change within program and across the reporting department as directed.

2. Actively participate in long-range planning, program review, and resource development activities. Promote transparency within and among assigned program.
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 support services to promote and empower student learning, success, and self-advocacy. Prepare and implement budgets.
5. Provide vision, leadership, and advocacy to enhance innovation and participation in issues related to areas of assignment to ensure ongoing sustainability of the program and College as a whole.
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 within program 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. Provide effective leadership and ongoing guidance over all aspects of assigned program, including resource planning, budgeting, tracking, and reporting. Provide technical expertise as directed.
2. Provide leadership over the delivery of services throughout the assigned program. Promote an effective work environment that supports high performance teamwork, continuous improvement, and ongoing sustainability of resources.
3. Ensure fiscal integrity to promote and empower student learning, success, and self-advocacy.
4. Participate in grievances, disciplinary meetings, legal matters, and other employment related activities within assigned program area. Be alert for and effectively manage trouble spots in assigned program service areas.
5. Provide timely operational, technical, and functional information to assigned supervisor, Vice President, and other 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.
6. Ensure that all program services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, racial, ethnic backgrounds and disabilities of community college students, faculty, and staff.
7. Demonstrate sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of students.

## **FUNCTIONAL RESPONSIBILITIES: *Job Level***

1. Assist program participants in connecting with appropriate services to establish appropriate academic and personal goals through intrusive academic advising and counseling. Encourage the development of program participants' study skills through the coordination or presentation of study skills workshops and individual study skills assistance.
2. Develop, promote, and organize effective workshops for program participants that provide appropriate and necessary academic skills for student success.
3. Collaborate with academic personnel to assist program participants in the development of academic schedules appropriate for their stated educational goals. Guide program participants in decision-making skills and learning how to accept responsibility for their decisions. Assist program participants seeking academic information. Direct program participants to resources within the College that assist in making career and academic major choices.
4. Oversee the TRiO Student Support Services Tutoring Program by coordinating with the Tutoring Center in identifying and appointing tutors to meet requested needs. Recruit, orient, and train tutors. Maintain tutor files and records.
5. Oversee the personal and academic development of program participants. Encourage student involvement in cultural activities and establish student leadership opportunities both on and off campus.

Create opportunities for participation in advising student leadership groups within the TRiO-Student Support Services program.

6. Ensure the effectiveness of the advising process by maintaining advisee files for all program participants. Ensure advisee academic reports and counseling notes are regularly updated. Validate the information contained in the advisee files against the student database.
7. Oversee the maintenance and updating of the TRiO Student Support Services website.
8. Manage the Scholarship Program. Provide students with assistance with scholarship searches and submission preparation. Ensure that current scholarship information and resources are readily available.
9. Oversee the preparation of materials used to promote TRiO programs to prospective students from the general campus population, transfer students, and campus personnel at large. Promote services available through the program through informational presentations or by distributing program literature at student festivals, strategic locations across campus, and elsewhere as appropriate. Conduct presentations on campus, off campus, and virtually. Prepare and present effective oral and written reports and promotional materials. Prepare and deliver effective presentations.
10. Provide information needed for informed decision-making. Collect, compile, and analyze TRiO enrollment data and records. Direct the maintenance of TRiO-related reports, files, record-keeping and databases. Prepare comprehensive narrative, statistical, and analytical reports on the TRiO student population in accordance with grant requirements. Prepare proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies as needed.
11. Partner with Fiscal Services to accurately track program budget expenses and encumbrances. Maintain accurate purchasing records for the program.
12. Ensure that TRiO students and potential TRiO students have up-to-date information on opportunities and responsibilities related to the program. Conduct student interviews. Coordinate assessments as needed. Provide basic information regarding matriculation issues.
13. Maintain the security of confidential materials. Ensure participant files are accurate and complete (e.g., TRiO application form, assessment results, academic records, financial need data, etc.) Oversee the preparation of participant files and the gathering of all required data to be included in the file.
14. Manage TRiO student tutoring services including online tutoring. Fulfill tutoring requests. Screen and hire qualified tutors. Oversee the test-prep program. Prepare and manage tutoring service budgets.

### **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 college and university partners 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 assigned programs and activities and provide information to others.
5. 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 assigned personnel by holding regular meetings. Provide timely information to direct reports and consultants about issues, programs, and practices affecting the college, Area, program, or grant funding.
7. Stay informed and current on issues related to TRiO and grants in general. 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 Area Vice President's or Department's management team, as appropriate.

### **IV. ORGANIZATION MANAGEMENT**

1. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for the TRiO program and grant funding and ensure compliance with the College's policies, procedures, and practices.

2. Strengthen processes, program, 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. Implement a staffing structure that maximizes utilization of resources and ensures effective and efficient delivery of services.
3. Train and supervise the performance of assigned personnel; recommend reassignment or non-renewal as needed; delegate and review assignments and projects; evaluate work products and results; implement appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor work performance on a regular basis and provide coaching for performance improvement and/or development as needed. Anticipate, prevent, and resolve conflicts within assigned program area.
4. Implement plans for efficient and appropriate use and security of assigned facilities; ensure 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.

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### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree in Education, Counseling, Psychology, Social Work, Higher Education Administration, Public Administration, or a related field from an accredited college or university.

**Experience:** Five (5) years of experience in designing, managing, and implementing a student support service or similar program. Three (3) years of experience supervising staff, managing budgets, developing/evaluating programs, and submitting reports in compliance with federal regulations.

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### **DESIRED QUALIFICATIONS:**

Professional or personal experience in overcoming barriers similar to those that are confronting TRiO program participants.

### **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 in relation to TRiO.
- 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 TRiO program.
- 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, including understanding of budget concepts, principles, and practices.
- Effective financial reporting, record keeping, budget administration and control.
- Grant proposal writing and special funding resources applicable to the TRiO program.
- Appropriate risk management strategies, safety precautions, and procedures.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
- Effective change management principles and practices.
- 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 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 assigned area.
- 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**

- Knowledge and experience with federal grant programs.
- Experienced with and sensitive to the complexities faced by low-income, first-generation, and disabled college students.
- Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- Extensive knowledge of student academic and personal development.
- Experience working on a grant.
- Experience working as a liaison between high schools, colleges, or universities to promote successful student transfers.
- Proven experience in program coordination, project management, or related roles.
- Experienced in interpreting, applying, and explaining rules, regulations, policies, and procedures.

#### **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.
- 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.
- Meet assigned schedules and timelines. Effectively manage the stress of working under tight timelines.
- Maintain confidentiality and act with discretion.
- 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.
- Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement effective solutions in support of goals.
- Administer and control budgets for a program.
- Chair and participate in a variety of college 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 in a variety of procedural situations for areas assigned.
- 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.

- Utilize effective planning and organizational skills. Plan, organize, coordinate, and direct work to maximize efficiency and effectiveness. Prepare work plans, implement schedules, and consistently meet reporting timelines. Effectively delegate authority and responsibility. Provide leadership, guidance, and assistance to the functional and operational areas within the assigned program.
- Work effectively within a unionized environment.
- Operate a variety of office equipment including a computer. Use automated systems to maintain records, collect data, and generate reports.

#### **Abilities/Skills: Job Level**

- Ability to provide leadership on behalf of a department.
- Ability to effectively train, direct, supervise, motivate, and evaluate the performance of assigned staff. Facilitate effective staff meetings and group discussions; involve staff in idea generation, goal setting, and decision making.
- Proven ability to perform intricate, coordinated activities with existing campus services, resources, students, and the community.
- Effectively and accurately read, interpret, and follow Collective Bargaining Agreements.
- Evidence in implementing diversity, inclusivity, and equity in the workplace.
- Demonstrated commitment to student learning and development.
- Respond to email in a timely manner.
- Ability to organize and prioritize while planning various events.
- Skilled at working cooperatively with others.
- Ability to analyze situations accurately and adopt effective courses of action.
- Ability to effectively implement conflict resolution tactics and crisis management techniques.
- Ability to communicate clearly, concisely, and effectively with diverse constituencies within and outside of the College, both orally and in writing.
- Ability to utilize effective leadership, counseling, and modeling skills. Encourage professional excellence among employees and promote an organizational culture of customer service, teamwork, and innovation.

#### **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. 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. May involve 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.*