

# **IMPERIAL COMMUNITY COLLEGE DISTRICT DEAN OF STUDENT SERVICES AND SPECIAL PROJECTS**

## **THE POSITION**

The Dean of Student Services and Special Projects is an Educational Administrator position as designated by the Board of Trustees of the Imperial Community College District. The Dean is charged by the Board of Trustees with the satisfactory implementation of Board policy and district or college procedures as applicable to the position. In addition, the Dean is expected to make appropriate recommendations for modifications, additions, or deletions in policy and/or through the appropriate reporting authority.

Under the direction of the Vice President of Student Services, provide leadership, coordination, and vision among the staff who serve within selected student programs and services, including Counseling, Matriculation services, TRIO, EOPS, CARE, DSPPS, Transfer Center, Special Projects and other related duties and responsibilities as assigned. Manage, coordinate, and evaluate the services offered, the faculty, other personnel, and the facilities comprising the areas of responsibility. Coordinate and evaluate instructional programs assigned to programs within the division.

## **REPRESENTATIVE DUTIES**

- Coordinate and supervise the counseling and student support programs, services and staff in collaboration with the Office of Vice President of Student Services.
- Work closely with program leaders to evaluate student needs, external requirements and regulations, and current trends to develop program modifications and improvement.
- Monitor effectiveness of counseling and student support programs.
- Interpret county, state, and federal policy and legislation governing the administration and regulations of student support services.
- Coordinate program elements and services with regulatory and other external agencies.
- Manage, direct, assign, and evaluate the work of faculty, advisors, classified supervisors and other support staff in the areas of responsibility, which include: TRIO, Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), Disabled Student Programs and Services (DSPPS), CalWORKs, Matriculation, Special Projects and Transfer Center.
- Prepare budget estimates; administer and monitor approved budgets.
- Provide a comprehensive counseling program, including program development and articulation with feeder schools, transfer institutions, student advisement, placement, career planning, and registration.
- Ensures continuous quality improvement in student services programs and services by analyzing qualitative and quantitative data.
- Provides guidance at the campus level for other student services to ensure strong, reliable, and high quality services.
- Provides leadership and collaborates and assists with instruction, campus operations, and other campus services to provide integrated and aligned, quality campus services.
- Collaborates with instructional deans, faculty, and academic support staff to improve student retention.
- Directs college leadership in strategic and organizational planning processes to increase college completion, graduation, and or transfer.

- Regularly schedule and chair faculty and staff meetings and special meetings as needed; serve on regular and special committees as assigned by the Vice President of Student Services; represent the division concerns and needs to the Vice President of Student Services; participate in the Student Services Council; and work effectively and collaboratively with Instruction.
- Ensure development of policies and procedures relating to counseling programs and services.
- Maintain liaison with the Research Office and Information Technology in the areas of assessment, student evaluation, institutional research and evaluation.
- Develop annual goals and objectives for planning and evaluation purposes and operational efficiency.
- Provide training to employees, as appropriate, in work procedures, standards and safety practices.
- Resolve conflicts and facilitate consensus decision-making.
- Compile and report information related to the division's programs to include Program Review, progress indicators, Service Area and Student Learning Outcomes and special projects.
- Recommend staffing and equipment needs for the program areas, anticipate future needs, assist with acquisition and management of grants and program fund applications, and ensure compliance with requirements.
- Administrate outreach, recruitment, and retention efforts.
- Responsible for the selection, supervision, development and evaluation of faculty, management and support staff assigned to the area.
- Understand information technology and support the fundamental changes that are emerging with expanded use of technologies in the educational environment.
- Evaluate and support faculty and staff recommendations for program improvements and/or new program efforts.
- Lead, model, and guide to ensure good customer service is provided by all staff members.
- Develop and maintain effective relationships with local schools, colleges and universities as related to areas of responsibility, and represent the division and the college in community related activities as assigned.
- Support learning centered instructional methodology.
- Other duties and responsibilities as assigned.

## **KNOWLEDGE AND ABILITIES**

- Requires knowledge and understanding of community college students, their diverse ethnic and cultural backgrounds and the wide variety of their ages and educational goals as found on a community college campus and demonstrated ability to work with people from this diverse population.
- Demonstrated skill in participatory decision-making and consensus building with strong communication and interpersonal skills.
- Develop and articulate a vision for a community college, learning-centered student support programs and services, which deals with the whole student; and demonstrated ability to read interpret pertinent state and federal laws and regulations concerning community college counseling, articulation, TRIO, EOPS, CARE, DSPS, Matriculation, Special Projects and Transfer Center.
- Requires demonstrated organization skills and management expertise including successful personnel and budget management in student services.
- Demonstrated knowledge in counseling techniques and theories.
- Demonstrated ability to serve as an effective leadership team member.

- Implement new technologies as tools for learning, teaching, administering and generally improve the work area or scope of work.
- Requires the ability to lead the division in program design and development.
- Plan, organize, direct, administer, develop, and implement approaches to address student needs.
- Demonstrated knowledge of the California Community Colleges Chancellor's Office Student Support Services Program (SSSP) and Student Equity Planning requirements.
- Demonstrated communication skills, written and oral.
- Ability to relate positively to faculty, staff, students, and the community.

### **EDUCATION AND EXPERIENCE**

Possession of a related master's degree and one year of formal training, internship, or leadership experience reasonably related to the administrator's assignment.

### **WORKING CONDITIONS**

Duties are primarily performed in a Student Services environment while seated at a desk or computer terminal. Incumbents are subject to extensive contact with students, constant interruptions, noise from talking or office equipment and demanding timelines.

### **PHYSICAL DEMANDS**

Incumbents regularly sit for long periods of time, walk short distances on a regular basis, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate a computer; and hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 25 pounds.