STUDENT SERVICES SUPERVISOR

DEFINITION

Under the direction of the assigned administrator and in cooperation with program coordinators, plan, organize, and direct the operations of assigned programs.

TYPICAL DUTIES

Typical duties of assigned programs may include, but are not limited to: Plan, organize and direct the operations of assigned student services programs for student success and overall program effectiveness; coordinate support services; establish and maintain accurate recordkeeping for assigned programs and appropriate agencies, which may include student eligibility, participation and progress; ensure accountability and compliance with applicable laws, regulations, policies and procedures; hire, train, supervise and evaluate the performance of assigned staff; develop and implement departmental procedures, forms, activities, and materials required for efficient operations of assigned programs; develop and conduct training and appropriate implementation for effective program operations and accountability; participate in program review and audits; assist with and/or prepare, maintain and monitor area/program funds, budget allocations, expenditures, and other related functions to ensure compliance with established guidelines; prepare and submit program and grant related plans, reports and other documents; interpret and apply complex procedures in diverse situations using independent judgment; respond to requests for information from students, staff and the public; build and maintain effective working relationships, working collaboratively with other college and district staff, faculty, administrators and agency representatives; coordinate assigned program workshops and events; may develop and maintain liaisons with, but not limited to, local high schools, area employers and local community-based organizations to provide enhanced opportunities for students; may oversee and participate in outreach and recruitment activities; may lead or serve on appropriate committees; and perform related duties as assigned.

Assigned programs may include, but are not limited to, one or more of the following:

- Assessment
- California Work Opportunity and Responsibility to Kids (CalWORKs) / Temporary Assistance for Needy Families (TANF):
- Career Center
- Disabled Student Programs & Services (DSP&S)
- Extended Opportunity Programs and Services (EOP&S)/Cooperative Agencies Resources for Education (CARE)
- Outreach
- Veterans Resources Center

QUALIFICATIONS

EXPERIENCE

Three years of increasingly responsible experience, including one year in a lead or supervisory capacity, in student services, public services, community college and/or public agency program development, coordination and evaluation, or similar experience.
EDUCATION
Bachelor’s degree from an accredited institution; OR, an Associate’s degree from an accredited institution AND two additional qualifying years of experience.

SPECIAL REQUIREMENTS
If assigned to the CalWORKs/TANF student services program: possess and maintain a valid California Driver’s License in compliance with Los Rios Board Regulation R-8343; employment is contingent upon meeting the requirements of Los Rios Board Regulation R-8343. The position may require operating a District or personal vehicle in order to complete assigned work within the scope of the position duties.

KNOWLEDGE OF
Computer systems, applications and assessment procedures and techniques related to assigned student services programs functions, educational records management and retention, modern office practices, procedures and equipment; applicable sections of the State Education Code, State Code of Regulations, other applicable laws and regulations, and college and district policies and procedures; budget preparation and management; awareness of the needs of students in the assigned student services programs; grants, report development and monitoring; community college student populations; student services programs and categorical program policies and practices; interpersonal skills using tact, patience and courtesy, principles and practices of supervision, training; and college and district policies and procedures.

ABILITY TO (ESSENTIAL FUNCTIONS)
Perform the essential functions of the position; plan, organize and direct the activities of the assigned area(s); communicate effectively both orally and in writing; maintain accurate records and compile, generate, and analyze data for reports; utilize current technology to effectively perform assigned responsibilities; coordinate the use of technology for record management and retention; maintain current knowledge of and interpret, explain, and apply rules, regulations, guidelines and applicable laws related to the assigned area(s) and implement acceptable practices; prioritize and schedule work; train, supervise and evaluate personnel; maintain adequate internal controls and audit trails; analyze situations accurately and adopt an effective course of action; establish and maintain cooperative and effective working relationships with others; work successfully in a diverse organization; work independently with minimal direction; sustain regular attendance; meet schedules and timelines; exercise initiative and good judgment; resolve complex situations; and conduct individual and group training activities.