CLASSIFIED SUPERVISOR

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASSIFICATION TITLE:  STUDENT SUCCESS AND SUPPORT SERVICES SUPERVISOR

BASIC FUNCTION:

Under the direction of a Dean or other administrator, plan, coordinate, and oversee the operations and activities of a Student Success and Support Program at a college campus.

REPRESENTATIVE DUTIES:

Plan, organize, and coordinate the day-to-day activities of a Student Success and Support Program (SSSP) to ensure the timely and effective development, implementation, and promotion of program services, events, operations, and activities including core services such as registration, orientation, assessment, educational planning, and follow-up; oversee other student services areas such as services for at-risk students, outreach and recruitment, the Welcome Center, and the Veteran’s Center.  

Implement and assist in the development of the program plan and operational procedures, standards, and goals for program activities; ensure compliance of program operations with all applicable rules and regulations; develop and implement a system to ensure that all first-time students participate in the core services provided by SSSP.  

Coordinate SSSP activities with other student services-related programs, services, and departments within the college and other agencies (i.e. Counseling, Admissions & Records, Assessment, etc.); coordinate assessment activities with local high schools.  

Establish and maintain collaborative relationships and partnerships with community leaders, community organizations, educational institutions, and public agencies to encourage participation and stimulate interest in SSSP services; develop, coordinate, and conduct publicity, marketing, and outreach for the program.  

Develop, monitor, and maintain the program budget in collaboration with campus personnel.  

Identify financial, staffing, facilities, equipment, and other requirements necessary to meet program needs.  

Develop and implement an effective system of evaluation for the program and its activities.  

Maintain a student database to track student progress and other pertinent information; input and maintain all required SSSP outcome data, records, and required documentation in the database.  

Oversee and participate in the preparation and submission of a variety of comprehensive descriptive, analytical, and evaluative reports and correspondence related to program activities; respond to requests for information.  

Interpret and explain laws, rules, policies, and procedures pertaining to SSSP to students, employees, and the public.  

Established December 2014
STUDENT SUCCESS AND SUPPORT SERVICES SUPERVISOR (continued)

Hire, train, supervise, and evaluate assigned program staff. E

Develop and deliver presentations to various audiences. E

Serve as a representative on various college and district-level committees. E

Develop, implement, and maintain an effective filing system for program and student records. E

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current methods, best practices, and trends involved in the design, implementation, administration, and evaluation of student success initiatives
Mission, objectives, and goals of the Student Success and Support Program (SSSP)
Laws, rules, regulations, and policies associated with SSSP
Principles and techniques of educational and vocational advising
Local community organizations, resources, and services relevant to the program
District organization, operations, policies, procedures, and objectives
Principles and practices of supervision and training
Principles and best practices of public relations, including marketing, promoting, and publicizing
Office productivity computer applications including word processing, spreadsheet, email, and database applications
Principles of budget development and maintenance
Principles of organization, collection, and storage of data
Principles of business letter writing and report preparation
Fundamentals of English grammar, spelling, and composition
Principles and procedures of records management
Customer service methods and techniques
Principles of program planning and review

ABILITY TO:

Develop and coordinate a comprehensive, multi-faceted categorically funded program
Develop innovative programs and services to meet the diverse needs and interests of the community
Establish program goals and evaluate program results
Train, supervise, and evaluate personnel
Schedule, coordinate, and chair meetings
Manage conflict between individuals and group members to bring to joint consensus
Provide information and assistance to students, employees, and the public
Interpret, apply, and explain applicable laws, rules, regulations, policies, and procedures related to categorically funded programs
Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications as well as specialized software applications
Learn and apply new information and skills
Type, keyboard, and/or enter data at a speed necessary for successful job performance
Analyze fiscal information to develop and maintain budgets
STUDENT SUCCESS AND SUPPORT SERVICES SUPERVISOR (continued)

Plan and organize work to meet changing priorities and deadlines
Understand and carry out oral and written directions
Communicate clearly and concisely, both orally and in writing
Collaborate with others to carry out work
Demonstrate sensitivity to students, colleagues, and clients with diverse cultures, languages, ethnic, and socioeconomic backgrounds
Analyze situations accurately and adopt effective courses of action
Establish and maintain effective working relationships with those contacted in the course of work
Exercise initiative and independence of judgment and action
Prepare reports by gathering, organizing, and analyzing data from a variety of sources

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education:

Bachelor’s degree from a recognized college or university

Experience:

Four years of increasingly responsible experience coordinating or providing student services in a college or university, including one year of experience developing or monitoring a budget and leading student success initiatives.

WORKING CONDITIONS:

ENVIRONMENT:

Office/college campus environment

PHYSICAL ABILITIES:

Hearing and speaking to exchange information and make presentations
Vision to read correspondence and reports and to use the computer
Dexterity of hands and fingers to operate office equipment, prepare reports and forms, and use a computer keyboard