

POSITION DESCRIPTION

Director of Student Support Services

Position Director of Student Support Services
Department/Site Counseling Programs and Services
FLSA Exempt
Evaluated by Dean of Counseling Programs and Services
Salary Range M-33

General Description

Under the direction of the Dean of Counseling, the Director of Student Support Services provides direct management of the career and transfer counseling activities and develops plans, program services, and activities related to career, transfer and the Student Success Support Plan.

This is a 12-month academic administrator assignment.

Essential Duties and Responsibilities

- Manages the day-to-day activities of the Career and Transfer Center.
- Assists the Dean to coordinate programs and strategies as outlined in the College's Student Success and Support Program and Student Equity Plans.
- Serves as the primary contact person for inquiries from community college administration, faculty, staff, students and community concerning the District's transfer programs and services.
- Serves as liaison between the community college and baccalaureate-level universities in regard to their admission policies and transfer requirements.
- Works with faculty, staff and administration to ensure that the transfer function is clearly identified as a primary mission of the District.
- Works with District administration to coordinate the activities of the Career and Transfer Center with other instructional and student services programs on campus and to encourage cooperative working relationships.
- Develops and implements goals and objectives related to career and transfer activities as well as related to the Student Success Support Plan.
- In collaboration with the counseling faculty, informs the District's Academic Senate of critical transfer initiatives and policy changes, and encourage the participation of instructional faculty in the development, implementation and evaluation of transfer efforts.
- Chairs the Transfer Center Advisory Committee.
- Works with the campus Articulation Officer to monitor and encourage the development of articulation agreements and campus participation in articulation efforts.
- Manages the Career and Transfer Center budget.
- Supervises assigned staff.
- In coordination with the counseling faculty, provides on-going information and training to counselors and Career and Transfer Center staff regarding new transfer options, changing requirements, university selection criteria, ASSIST, and university application procedures to ensure that accurate and up-to-date information is being conveyed to students.
- Directs the District's Transfer Admission Agreement (TAA or TAG), Dual Admissions and LDTP programs with universities.
- Provides transfer workshops and classroom presentations that include information about university admission requirements, selection criteria, Transfer Admission Agreements, and application processes to baccalaureate-level campuses.
- Develops and implements in conjunction with regional universities, methods to evaluate the effectiveness of local transfer activities.

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- Encourages staff from university admissions offices to participate in Transfer Center activities.
- Attends regional Transfer Center Director's meetings coordinated by the CCC System Office, and attends the annual CCC statewide Transfer Center Director's meeting. In addition, attend transfer meetings and conferences sponsored by the UC, CSU and independent colleges and universities.
- Prepares and submits the annual Transfer Center Report to the CCC System Office.
- Prepares the annual report to the College Governing Board on transfer numbers and community college or university trends or policies that affect transfer students.
- Serves as a member of the CCC Transfer Center Director's Association.

Minimum Qualifications

- Requires a master's degree.
- One year of formal training, leadership or leadership experience related to career development, transfer advising, baccalaureate-level admissions and/or outreach, and student support services.
- Evidence of ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Evidence of ability to work effectively as a member of the administration team.
- Evidence of experience and training in the utilization of technology in administrative practice.
- Evidence of experience managing state and federal regulations pertaining to CTE and workforce development grants.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.