



Job Description

JOB TITLE: Program Manager/Director – Student Engagement Centers

PAY GRADE: CS18

LAST REVISED: 9/18/15

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are NOT intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under administrative direction of the Dean for Student Equity, works in collaboration with Student Services and Instruction to create programs, services and environments where education and learning takes place outside the classroom as to enhance the student experience, founded on social justice education and contributing to student success. Directs, manages, supports and supervises the operations of multiple student engagement centers including the Cross Cultural Center, Gender Equity Center and the Pride Center. Participates in components of student access, success and retention efforts. Establishes and reviews internal policies and procedures as it relates to operations of these centers, ensures compliance with Title 5, Equity & SSSP, Title IX, District policies as well as other applicable State, Federal laws and regulations.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of 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.*

1. Assumes management responsibility for the operations, long term planning and programmatic development, implementation and assessment of multiple student engagement centers that bring visibility, pride and celebration of historically underrepresented, marginalized, at risk and underserved student populations, including African, African American/Black LGBTQIA, gender non-conforming, women, disabled, indigenous, Native American, Chican@/Latin@, Asian, Pacific Islander, Middle Eastern, international, undocumented, and low income.
2. Plans, implements, prioritizes, assigns, supervises, participates and collaborates in the work of classified staff and students responsible for the development of intersectional programs that contribute to student equity outcomes and advance educational goals of students.
3. Collaborates with multiple departments, student clubs, programs and the Academic Senate standing committees including Gender Equity, New Legacy and Spectrum.
4. Works to facilitate intersectional dialogues and programmatic efforts among student engagement centers and equity/SSSP programs across the district.
5. In partnership with Office of Planning, Research and Resource Development, analyzes, develops, and collects data to interpret trends, project and design strategies for student success, and to capture student engagement and campus climate experiences.
6. Participates in the development and review of goals, objectives, policies and procedures as they relate to all aspects of Equity; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures; monitors staff work activities to ensure compliance with established policies and



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procedures

7. Participates in the preparation and planning of the student engagement centers budget and helps to compile data and complete the yearly equity report; submits budget recommendations; monitors expenditures.
8. Performs the more technical and complex tasks of the work unit including, coordinating and implementing services such as staff recruitment, training, advising, and referral to appropriate campus support services that contribute to student retention; works with employees to correct deficiencies; provides employee feedback and evaluation.
9. Assists in the development of short and long-range Equity plans and goals for prospective, new, and enrolled students including general, special populations and historically underrepresented students; modifies and/or revises policies and procedures as needed to ensure on-going compliance with Title 5 and other applicable regulations.
10. Coordinates and collaborates with the Marketing Department to develop multilingual marketing materials for student engagement centers, to include but not limited to, informational publications, videos, web and portal content and other social media content.
11. Collaborates and participates in discussions and planning of SSSP as it relates to its integration with Student Equity planning; assists and recommends modifications to the College's Equity/SSSP program plan as needed.
12. Coordinates, develops and implements programs for incoming and continuing students designed to deliver quality services in an efficient manner, to include but not limited to, interactive ongoing training, student workshops; parent workshops, informational meetings, and other related events and services.
13. Responds to internal and external inquiries related to student engagement centers; resolves complaints in an efficient and timely manner.
14. Serves as a senior member of the Student Equity leadership team.
15. Maintains records concerning operations and programs; prepares required reports, responds to Equity/SSSP and other related surveys as needed.
16. Attends and participates in professional group meetings; maintains awareness of new trends and developments regarding Equity/SSSP and other community college initiatives.
17. Performs related duties as assigned.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

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- Principles and procedures used in California community college programs including, but not limited to admissions, orientation, assessment, counseling/advising, transfer procedures, follow-up, retention, and research/evaluation.
- Social justice pedagogy and cultural humility practice and experience articulating the intersections of identities.
- California higher education policies, procedures, and practices.
- Current trends, challenges and barriers facing historically underrepresented and non-traditional students in higher education.
- LGBTQIA issues and the educational needs of LGBTQIA students from diverse ethnic, economic and cultural backgrounds.
- Gender equity issues and the educational needs of all genders from diverse ethnic, economic and cultural backgrounds.
- Methods and techniques of marketing to a community college audience.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Integrate principles of social justice (education) into day-to-day management and operations of student engagement centers.
- Envision, develop and maintain short and long term strategic plans.
- Plan, student success programs for general and equity populations in a community college setting.
- Supervise, organize, and review the work of assigned staff involved in the outreach, in-reach and retention of community college students.
- Recruit, select, train, and evaluate staff.
- Write and orally communicate in a diverse environment at all levels, with tact and diplomacy in order to achieve program and campus goals. Including, excellent public speaking, group facilitation and presentation skills.
- Recommend and implement goals, objectives, policies and procedures for providing student success and retention services.
- Understand the organization and operation of the District and outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare reports.
- Participate in the preparation and administration of assigned budgets.
- Conduct presentations to prospective students and parents, community and professional groups.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the

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- goals and objectives of the areas of responsibility.
- Cultivate and sustain ongoing collaborative relationships with a wide array of constituents (students, faculty, departments, District staff, and external communities) to accomplish goals.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Master's degree or equivalent from an accredited college or university.

Experience:

Five years or more full time progressively responsible experience administering academic support services or student services programs in higher education, student development or leadership experience in an educational setting or experience in a position reasonably related to the assignment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting. Involving evening and weekend work.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.