



## Job Description

**JOB TITLE:** Supervisor, Student Success & Support Program (SSSP) - NCC

**PAY GRADE:** CS 15

**LAST REVISED:**

*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 general direction of the Executive Dean of the Nevada County Campus supervises, assigns, and provides services related to the Student Success and Support Program (SSSP) including but not limited to orientation, assessment, counseling/advising, probation, early alert other follow-up activities. Assists in planning and implementing student equity activities for at-risk students including those on probation and dismissal, ensures compliance with Title 5, District and College policies as well as other applicable State, Federal laws and regulations, performs the more technical and complex tasks relative to assigned areas of responsibility.

**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. Coordinates with district staff to develop and provide SSSP services to meet the needs of the Nevada County Campus and community; ensures consistent implementation of and compliance with approved policies and procedures.
2. Assists with the coordination and planning of full and part-time NCC Counselor and classified staff yearly and daily schedules for the purpose of ensuring appropriate departmental coverage; identifies resource needs and makes recommendations to allocate resources accordingly.
3. Participates in the development and implementation of short and long-term student equity program plans for students including, but not limited to, early alert interventions for general, special populations and historically underrepresented students; makes recommendations for changes and improvements.
4. Participates in the selection of classified staff; supervises classified staff and student help; provides and/or coordinates staff training; works with employees to correct deficiencies; provides employee feedback and evaluation.
5. Facilitates and provides, as appropriate, SSSP services to high schools and other partners that provide educational services such as libraries and One Stop Business and Career Center.
6. Coordinates and collaborates with the Marketing department to develop, publish and disseminate SSSP marketing materials such as web and portal content, social media, informational publications, press releases and correspondences, and other technology mediums.
7. Coordinates and collaborates with district staff to ensure the consistency of services provided and accuracy of data reported through the Management Information System (MIS)



## Job Description

8. Coordinates, facilitates, and provides, as appropriate, workshops designed to deliver quality services in an efficient manner including but not limited to: new student/parent information sessions, probation interventions, undeclared majors, self-service technology tools such as but not limited to: CCCApply, DegreeWORKs, Early Alert, and mySierra, informational meetings and other related events.
9. Responds to internal and external inquiries related to SSSP; resolves complaints in an efficient and timely manner.
10. Maintains records concerning operations and programs; prepares required reports, responds to SSSP and other related surveys as needed.
11. Attends campus, college, and departmental meetings to ensure coordination of support services, and follow up activities.
12. 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:**

- Objectives of SSSP and student equity requirements.
- Principles and procedures used in California community college programs including, but not limited to access, orientation, assessment, counseling/advising, academic standing, follow-up, and research/evaluation.
- California higher education policies, procedures, and practices.
- Principles and practices of success strategies for “at risk” populations.
- Methods and techniques of marketing for a community college.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- 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:**

- Coordinate and direct student success programs for general and special population students.
- Supervise, organize, and review the work of assigned staff involved in the outreach, in-reach and retention of community college students.
- Select, train, and evaluate staff.
- 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

## Job Description

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 goals and objectives of the areas of responsibility.
- Work cooperatively with other departments, District staff, and outside agencies.
- 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.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**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:**

An Associate's or higher from an accredited college or university preferred

**Experience:**

Three years of formal training, internship or leadership experience in an educational setting or experience in a position reasonably related to the assignment preferred

**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.

**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.