

## Job Description

**JOB TITLE:** DIRECTOR, STUDENT SUCCESS

**PAY GRADE:** CS24

**LAST REVISED:** October, 2018

*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**

Sierra College is committed to Guided Pathways to increase student achievement and timely goal completion and to close equity gaps. In that spirit, the Director is responsible to ensure areas of oversight afford an inclusive educational and employment environment and are focused on equitable outcomes for all. Under administrative direction of assigned Dean, this position provides leadership for providing programs and services that increase student retention, persistence and completion. The position establishes and reviews internal policies and procedures as it relates to student success and guided pathways, ensures compliance with Title 5, District 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. Assists in the development, implementation, evaluation and improvement of interest areas, student retention, persistence, and completion strategies that result in increased student success, goal attainment, and successful transition into the workforce or on to a 4-year college or university;
2. Plans, implements, prioritizes, assigns, supervises, participates and collaborates in the work of staff responsible for the coordination of retention and completion processes for students, including but not limited to counseling/advising, probation, early alert and other follow-up activities
3. Assist with the development of strategic direction and sets priorities for retention and completion efforts in accordance with the District's goals and changing student needs;
4. Coordinates with the Centers and other departments providing retention and completion services to ensure the implementation and consistent delivery of services District wide and serve as primary contact.
5. Performs the more technical and complex tasks of the work unit including, coordinating and implementing services such as, counseling services, in-reach, retention, probation and other follow-up services
6. Assists with the coordination and planning of full and part-time 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

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7. Assists in the development of short and long-range plans and goals for 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
8. Coordinates with IIT and others as appropriate to help implement and maintain effective district technology solutions e.g.: ERP (Ellucian), degree planning and degree audit (Degree Works), early alert (Starfish), appointment scheduler (SARS), placement testing (Accuplacer), and mobile applications
9. Coordinates, develops and implements programs for continuing students designed to deliver quality services in an efficient manner, to include but not limited to, student workshops; informational meetings, probation and intervention workshops, undeclared major workshops and other related events and services.
10. Develops, collects and analyzes district-wide data pertinent to ensure conformation to statewide Management Information System (MIS) requirements
11. In collaboration with other stakeholders, provides leadership to deliver effective and innovative services and activities to improve student success, goal attainment, and/or degree completion;
12. Attends and participates in professional group meetings; maintains awareness of new trends and developments regarding guided pathways and other community college initiatives
13. Performs related duties as assigned

### **MINIMUM QUALIFICATIONS**

*The following describes the education, experience, knowledge, skills and abilities required to enter the job and successfully perform the assigned duties.*

**Education and Experience Guidelines:** A bachelor's degree in any subject matter field, Master's degree or the equivalent preferred, and four years of progressively responsible management experience related to the duties of the positions is preferred. One year of progressively responsible management experience related to the duties of the position is required.

Knowledge of:

- Guided pathways tenets
- Current higher education, retention and success trends, issues, strategies, regulations and compliance in the state, regionally, nationally, and internationally;
- Understanding of and experience with successfully supporting individuals with varying backgrounds, which includes person with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups.
- Database management, student information systems, statistical data interpretation, and the application of information technology to success, retention, and completion programs;
- Collaborative problem solving and conflict resolution techniques;
- Accounting and budgeting methods, audit procedures, statistics, and data interpretation;
- Management concepts and practices, including change management, organizational and motivational techniques;
- Personnel management practices and techniques of supervision and staff evaluation;
- Employment processes, collective bargaining processes, data collection, and report writing;
- Laws, regulations, and legislation relevant to assigned program areas;
- Safety practices;

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### Ability to:

- Envision, develop and maintain short and long term strategic plans
- Coordinate and direct student success programs for general and special population students
- Apply an equity-minded practice and ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
- Supervise, organize, and review the work of assigned staff involved in the outreach, in-reach and retention of community college students
- Recommend and implement goals, objectives, policies and procedures for providing student success and retention services
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals;
- Participate in the preparation and administration of assigned budgets
- Promote comprehensive solutions involving a diverse body of stakeholders;
- Bridge gap between instruction and student services;
- Conduct ongoing research and evaluation of best practices;
- Identify and respond to sensitive organizational issues, concerns, and needs;
- Plan, organize, direct, and coordinate the work of assigned staff;
- Compile data and prepare accurate reports;
- Demonstrate an awareness and appreciation of the cultural diversity of the community
- Adhere to critical deadlines while working with frequent interruptions;
- Establish and maintain effective working relationships;
- Commitment to diversity and student success;
- Exceptional interpersonal skills and the ability to interact and work effectively with a diverse population;
- Perform consistently under the pressure of deadlines and other administrative demands;
- Plan and manage in an environment of shared governance;
- Demonstrate integrity and consistency;
- Communicate effectively verbally and in writing;
- Effectively coordinate group work efforts;
- Effectively utilize social/interpersonal skills;
- Utilize listening and negotiating skills;
- Interact effectively with District faculty and staff, and the community;
- Set priorities and establish goals and objectives;
- Organize work and manage time effectively;
- Conduct effective meetings.

### **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.